

UDO **ARCHIVE** APPLIANCE

ADMINISTRATION GUIDE



Plasmon

Preliminaries

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Changes

The material in this user manual is for information only, and is subject to change without notice.

Alliance reserves the right to make changes in the product design and installation software without reservation and without notification to its users.

Additional information may be obtained from your supplier, or from the addresses on the next page.

Safety



This product contains a lithium battery. Please note the following:

- Danger of explosion if battery is incorrectly replaced.
- Replace with only the same or equivalent type recommended by the manufacturer.
- Dispose of batteries according to the manufacturer's instructions.

FCC note

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions in this manual, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.

Changes or modifications not expressly approved by Alliance could void the user's authority to operate equipment.

All SCSI and Network cables connected to and used on this equipment should be shielded.

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How to use this guide

This guide describes in detail the operation of the Alliance's Plasmon UDO Archive Appliance and its management tools. It is aimed at system administrators.

Related documentation

Please refer to the following document for further information:

- *Alliance's Plasmon UDO Archive Appliance Installation Guide* – Explains how to install the Appliance and get started.

Revision history

Document revision number	System software version	Major Features
860-102532-02 Rev A	4.08.xx	• Replication.
860-102532-03 Rev A	4.11.xx	• UDO Guard • Additional Libraries • Network Backup
860-102532-04 Rev B	4.12.xx	• Enhanced File and media Management • File Exclusion • Network port usage configuration • Slot Licensing • Software Licensing



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Chapter 1

Introduction

Appliance concept

Alliances's Plasmon UDO Archive Appliance (hereafter referred to as the Appliance) provides low cost tiered archival storage. It combines the performance and simplicity of network-attached RAID with the longevity and authenticity of UDO (Ultra Density Optical). Data files are stored on and retrieved from the Appliance over a TCP/IP connection. The Appliance can be managed via a web interface, which is common across the Appliance family; this allows operators to easily transfer their knowledge as archive storage needs change.

UDO technology

UDO™ (Ultra Density Optical), based on blue laser technology, is the underlying foundation to Alliance's archive solution portfolio, including the Appliance. As the first storage technology specifically designed for long-term professional data archive requirements, UDO provides absolute data authenticity for any application where archived information must remain dependable and permanently unchanged. UDO has been designed and proven to deliver more than 50 years of media life.



Blue lasers achieve far greater data densities, resulting in dramatically higher media capacities. First and second generation UDO products (UDO30 and UDO60) have a storage capacity of 30GB and 60 GB respectively, with capacity expected to reach 120GB by the third generation.

Appliances

UDO 2 Appliance and Library range

The following Plasmon Appliances (with their Library model numbers in parenthesis) support the new UDO 2 format:

- AA16/AA32 (Gx-32)
- AA80/AA80A12 (Gx-80)
- AA174/AA174A12 (Gx-174)
- AA234/AA438/AA638 (G-238/438/638)



Library components

Component	Description
Dual Picker	Transfers UDO media between drives, media slots and Mailslot (IEE).
UDO Drive(s)	The number of UDO drives available for reading/writing media is model-dependent: - AA80 = 2 or 4 - AA174 = 2, 4 or 6 - AA238/AA438/AA638 = 2, 4 or 6
Barcode Reader	Reads the unique identifier on each UDO disk.
Media Slots	House the media inside the Archive Appliance.
Mailslot (IEE)	UDO media is introduced to the Appliance via the mail slot or via direct slot loading. See "Adding UDO media" on page 168.
Server	A server is housed within the Appliance. This manages the Appliance hardware, configuration, and network connectivity. In the AA238, AA438, AA638, AA80A12 and AA174A12 models the server is mounted above the library enclosure.

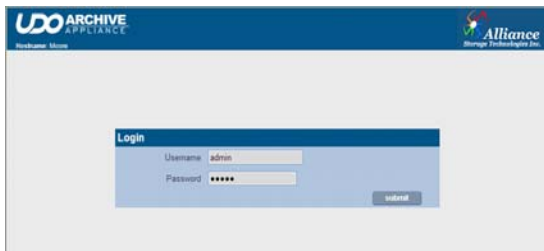


Chapter 2

The Archive Appliance

Starting the Web interface

1. On a LAN-attached client, start a web browser (e.g. Microsoft Internet Explorer, Mozilla Firefox).
2. In the URL field, enter the IP address or hostname of the Appliance to be configured. For example:
<http://192.168.0.1>



3. At the Web Interface login page, enter a valid Appliance Administrator User Name and Password.

Note: This is not the same as a Windows Domain Administrator.

- The default administrator username and password is **admin**. It is recommended that this is changed on first login. See “Modifying a User’s details” on page 43.
 - The default administrator can be used to add or remove additional administrator accounts.
4. Click **OK**.
The Web Interface **System - Status** page is displayed.



System - Status page features

The **System - Status** page displays an overview of current system status ("System - Status" on page 12), and the menu bar.

Menu bar

The menu bar provides access to all the Appliance's configuration and monitoring options, as well as to the online help.

Table 2-1: Web interface menus

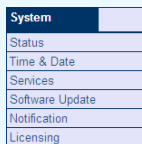
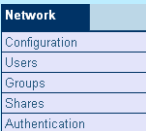
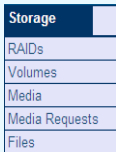
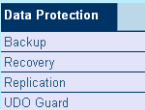
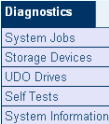
Menu/icon	Use to
	Monitor the Appliance's status, set the time & date, monitor and configure the services, update the system software, configure alert notifications and review/apply license
	Define the network configuration, users, groups and shares
	Configure RAIDs and volumes, search and browse the media, and monitor offline media requests
	Perform a system configuration backup, disaster recovery, and configure system replication and UDO Guard

Table 2-1: Web interface menus

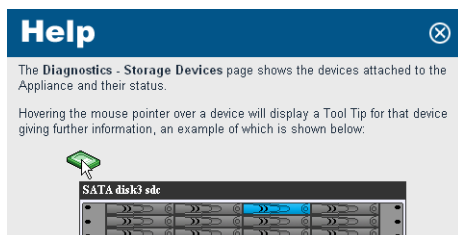
Menu/icon	Use to
	Monitor system jobs and devices (disks, libraries, etc.), perform self tests, view system information (software version, serial numbers, hardware revisions, etc.) and create a log file bundle
	Reboot or shut down the Appliance.
	Display context-sensitive online help.
	Return to the Web interface System - Status page.
	Log out of the current Web interface session.

Online help

Each page of the Web interface provides access to an associated online help page.

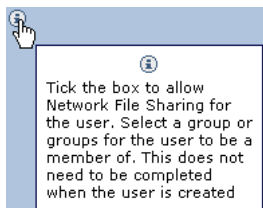
To access help, click the  icon at any time.

The Appliance Help page will open in a pop-up browser Window, e.g.:



Tool Tips

Wherever the ⓘ icon is present, hovering the mouse pointer over it will display a relevant Tool Tip, e.g.:



Certain devices also have Tool Tips that provide diagnostic information. These are:

- Volumes and Volume Groups
- SATA Drives
- RAIDs
- Controllers
- Flash Media
- Attached Libraries



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Chapter 3

System menu

System - Status

The **System - Status** page displays the current status of the Appliance:



The page is split into three areas

- The area at the top of the page displays any warnings or error messages. This area only becomes visible when an active error message is present, e.g.:



- The **Activity** area displays the time of the **Last Backup**, **Last Migration**, **Last Recall** and **Last Replication**.
- The **Hardware** area displays the **Environmental** status of the Appliance enclosure, the status of the **RAID(s)** and the **UDO** drives. It also displays the quantity of **Spare Media** in the Appliance.

Setting the time and date

Note: File creation dates depend on the date and time setting. It is vital that the date and time are set correctly.

Setting time and date manually

1. From the menu bar, select **System - Time & Date**.

System - Time & Date

Time Zone: (GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London ⓘ

Daylight Saving: ☒ ⓘ

Date and Time

Date: 2005/10/17 ⓘ

Time: 10 Hour(s) 25 Minute(s) 22 Second(s) ⓘ

Internet Time

☐ Automatically synchronize with Internet time server ⓘ

- Use the drop-down menu to select the correct **Time Zone** from the list.
- If appropriate, tick the box for **Daylight Saving** time.
- Set the **Date**: Either type in the date in the format YYYY/MM/DD (e.g. 2006/07/24 for the 24th July 2006) or click on the calendar icon (📅) to display the **Select Date** pop-up:

July 2006						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

[close]

- Set the **Time** in the format Hour(s), Minute(s) and Second(s).
- Click **save** to save the changes.

Note: If the time, date, or timezone is changed, the Appliance will reboot. Ensure that no users are connected before proceeding.

Synchronising time and date with an NTP server

- From the menu bar, select **System - Time & Date**.

Internet Time

☒ Automatically synchronize with Internet time server ⓘ

uk.pool.ntp.org ⓘ

- Tick the **Automatically synchronize with Internet time server** box and enter a Network Time Protocol (NTP) server URL to automatically synchronize the time with an Internet time server.

Note: Time changes can affect the archive and the archiving process. Alliance strongly recommends the use of an NTP server.

3. The connection to the NTP server may be tested by clicking the **test ntp** button.

Note: When connecting to the Active Directory time is automatically synchronised with the Domain controller and the NTP setting are ignored.

4. Click **save** to save the changes.

Note: When the status of the NTP checkbox is changed, the Appliance will reboot. Ensure that no users are connected before proceeding.

Managing services

System - Services		
Service	Status	Action
CIFS	Started	<button>stop</button>
NFS	Started	<button>stop</button>
FTP	Started	<button>stop</button>
Replication	Started	<button>stop</button>
UPS	Stopped	<button>start</button>
RAID integrity checker	Started	<button>stop</button>
Remote Management	Started	<button>stop</button>
SSM	Started	<button>stop</button>
Keypad	Started	<button>stop</button>

The **System - Services** page allows manual starting, stopping and, in some cases, configuration of:

- **CIFS (Common Internet File System)** - also known as SMB (Server Message Block), is the communications protocol used by Windows-based operating systems to support sharing of resources across a network - see page 16
- **NFS (Network File System)** - is a method of making a remote filesystem accessible on the local system. From a user's perspective, an NFS-mounted filesystem is indistinguishable from a filesystem on a directly-attached disk drive. There are no configurable options for the NFS service; however when creating shares using NFS, Host Entry attributes must be configured - .see page 49
- **FTP (File Transfer Protocol)** - FTP is a protocol which allows a user on one host to access, and transfer files to and from, another host over a network - see page 20
- **Replication** - This service controls replication between the Appliance and a partnered Appliance - see page 108.
- **UPS (Uninterruptible Power Supply)** - Displays the status of an attached APC SmartUPS if one is present - see page 22
- **RAID Integrity Checker** - Monitors the data integrity of the RAID's by reading / writing sectors and verifying them in the process. This process will begin once the service is started, and continues to operate in the background during times of low usage.

- **Remote Archive Manager** - If included in your service contract, the Remote Archive Manager service allows Alliance Technical Support to monitor and troubleshoot the Appliance securely across the Internet - see page 24.
- **SSM (Storage Space Manager)** - Start or stop the HSM (Hierarchical Storage Management) software on the Appliance. Stopping the SSM service halts communication between the RAID cache and the UDO library. If SSM is stopped, all archive volumes are taken offline and no migration will be performed by the system.
- **Keypad** - Enable or disable the UDO Library Keypad.

Click **start** to start or click **stop** to stop individual services as required.

Configuring CIFS (Including Active Directory Server / NT Domain Server)

Note: When using Windows Active Directory, it is essential that the primary DNS address entered when following the network configuration procedure (see "Configuration" on page 34) is set to that of the Active Directory Primary Domain Controller. To determine the IP address of the Domain Controller, see "DNS configuration for Windows Active Directory" on page 37.

1. From the **System - Services** page click on **CIFS**.
The **CIFS (Configuration)** page opens:

The screenshot shows the 'System - Services - CIFS (Configuration)' page. It features a blue header with 'Configuration' and 'Security' tabs. The 'Configuration' tab is selected. The page contains several configuration fields: 'Server Description' with the value 'NAS', 'Connection Timeout' set to '30 minutes', 'WINS Server IP' (empty), 'Maximum Sessions' set to '60', 'Network Interface Usage' with two radio button options ('Use all available interfaces' is selected), and 'File system code page' set to 'UTF-8'. There are also dropdown menus for selecting specific network interfaces like 'eth0' and 'eth1'.

2. Enter a **Server Description**.

This is the name by which the Appliance advertises itself on the Windows network.

3. If required, enter a **Connection Timeout** in minutes.
This is the amount of time that connections may remain idle, with no open files, before disconnecting them from the share. The default timeout is 30 minutes.
4. If required, enter a **WINS Server IP**. This is the IP address of the Windows Internet Naming Service (WINS) server.
5. If required, enter the maximum number of sessions in the **Maximum Sessions** field.
This is the maximum number of concurrent CIFS sessions that the Appliance will accept. The default is 60 sessions.
6. **Network Interface Usage**, offers the following options:
 - **Using all available interfaces** - to use any and all available network ports
 - **Using the following interfaces** - to the network port(s) specified from the list.
7. The **File System Code Page** option allows for a specific character encoding table to be used for all CIFS communications. The default is UTF-8, and should not be changed unless strictly necessary on the Appliance's host network.

Configuring CIFS Security

1. Click on the **Security** tab.

The **CIFS (Security)** page opens. This gives access to the Active Directory Server user authentication features. CIFS security allows the Archive Appliance to authenticate share users against a Windows domain and create file permissions for them. By configuring the Windows Domain security, the Archive Appliance has access to all domain users. These users can then be added to the access control list (ACL) from the **Network - Shares - Update (Access)** and the **Storage - Browse - Access (Access)** pages of the Web interface.

2. Enter either:

A **Workgroup** - To authenticate against the local user database provided by the Appliance.

or

A **Domain Name** - This is the name of the domain controlled by the Domain Server. This name must translate to an IP address using the DNS server.

If joining the Appliance to a Domain, additional details may be required:

- Up to two **Preferred DC**'s may be specified if desired, and the Appliance will attempt to connect to them in order.
- The **Organizational Unit** (OU) within the Active Directory structure in which the Appliance will appear, (by default, the Appliance will appear in the *Computers* OU).
- A Windows **User Name** with the right to add objects to the Domain, and the user's **Password**. The password must be repeated in the **Confirm Password** field.

The **Domain Type** is derived from the connection to the Active Directory Server. The two types of domain controller are:

- **ADS (Win2K+)**
 - **NT Compatible.**
3. Click **save** to save the changes, **stop** to stop the CIFS service, or **diagnose** to diagnose connectivity problems.

Configuring NFS

The NFS networking service is configured via the **Network - Shares** page - see page 47.

Configuring FTP

1. From the menu bar, select **System - Services** and click on **FTP**. The **FTP (Configuration)** page opens:

Configuration		Security
System - Services - FTP (Configuration)		
FTP Server Banner	Welcome to FTP server ⓘ	
Data Mode	☐ PORT ☐ PASV ☒ BOTH ⓘ	
Connection Timeout	☐ Short ☒ Medium ☐ Long ⓘ	
Maximum Clients	0 ⓘ	
Maximum Clients per IP	0 ⓘ	
Maximum Transfer Rate	0 KBytes/second ⓘ	

2. If required, enter an **FTP Server Banner**. This is a message which will be displayed to users when they access the Appliance via FTP.
3. Enter a **Data Mode**. The data mode can be:
 - **PORT** - Also known as Active mode.
 - **PASV** - Passive mode FTP.
 - **BOTH** - The FTP client defines the connection method (PORT or PASV) and the server responds accordingly.
4. Enter a **Connection Timeout**. This defines how long the Appliance should allow an idle client to remain connected. The timeout settings for connections are:
 - **Short**: 30 seconds
 - **Medium**: 60 seconds
 - **Long**: 300 seconds
 The timeout settings for data transfers are:
 - **Short**: 150 seconds
 - **Medium**: 300 seconds
 - **Long**: 1500 seconds
5. Enter the maximum number of allowable concurrent FTP client connections (**Max Clients**).
6. Enter the maximum number of allowable concurrent FTP connections from the same IP address (**Max Clients per IP**).
7. Enter the maximum rate, in KB/s, of FTP data transfer (**Max Transfer Rate**).
8. Click on the **Security** tab.

The **FTP (Security)** page opens. This allows entry of IP addresses and/or hostnames to explicitly Allow or Deny FTP access to the Appliance.

Note: When hosts are added to either the Allow or Deny lists, all other hosts automatically become marked as the opposite, unless they are specified otherwise.

Configuration Security

System - Services - FTP (Security)

Allow Hosts

Deny Hosts

9. Click **save** to save the changes.

UPS

The information in the **System - Services - UPS** page is derived from the Uninterruptible Power Supply (UPS) itself.

Refer to the manufacturer's documentation for details installing and configuring the UPS.

Note: The Appliance only supports APC brand Smart UPS devices.

1. From the menu bar, select **System - Services** and click on **UPS**. The **UPS (Status)** page opens:

System - Services - UPS (Status)	
UPS Model	Smart-UPS 1000 RM
Status	ONLINE
Line Voltage	250.5 Volts
Battery Charge	100.0 Percent
Battery Time Left	28.0 Minutes
Output Voltage	250.5 Volts
UPS Temperature	25.6 C Internal
Last time power transfer to battery	

The following information is displayed:

- **UPS Model** - The model code of the UPS attached to the Appliance
- **Status** - The UPS's status (e.g ONLINE, LOW BATTERY, etc.)
- **Line Voltage** - The UPS's input voltage
- **Battery Charge** - The amount of battery charge, in percent, remaining
- **Battery Time Left** - The amount of battery charge, in minutes, remaining
- **Output Voltage** - The UPS's output voltage (to the Appliance)
- **UPS Temperature** - The temperature of the UPS enclosure
- **Last time power was transferred to battery** - The last time the power was transferred from the mains supply to the UPS.

- Click on the **Configuration** tab.
The **UPS (Configuration)** page opens. This allows configuration of:

The screenshot shows a web interface with two tabs: 'Status' and 'Configuration'. The 'Configuration' tab is active. Below the tabs is a header bar with the text 'System - Services - UPS (Configuration)'. The main content area has a light blue background and contains two settings:

- 'Minimum battery level before shutdown' with a dropdown menu showing '0%' and a help icon.
- 'Minimum battery time before shutdown' with a text input field and a unit label 'minutes' followed by a help icon.

- **Minimum battery level before shutdown** - Select the percentage at or below which the UPS will shut down the Appliance.
- **Minimum battery time before shutdown** - Enter the minimum UPS battery time remaining, in minutes, prior to the Appliance shutting down.

The UPS will initiate a shutdown of the Appliance when either of these conditions are met.

- Click **save** to save any changes.

Update the System Software

The **System - Software Update** page enables updates to the system software to be performed using:

- **Load from desktop (HTTP)** - from a local computer.
- **Load from ftp server (FTP)** - from the Alliance FTP server.

Load from desktop (HTTP)

1. Reboot the Appliance into maintenance mode via the **Shutdown** menu.
2. From the menu bar, select **System - Software Update**.

The **System - Software Update (HTTP)** page opens:



3. Enter the **Software Image File** path to a local copy of the Appliance software image or click **browse** to locate the image file.
4. Click **transfer** to begin the software update.

Note: The file transfer is controlled entirely by the web browser. There may be no visual indication of transfer progress.

Follow the on-screen instructions to complete the installation.

Load from ftp server (FTP)

1. Reboot the Appliance into maintenance mode via the **Shutdown** menu.
2. From the menu bar, select **System - Software Update**.
3. Click on the **FTP** tab.

The **System - Software Update (FTP)** page opens:

Load from desktop (http) Load from ftp server (ftp)

System - Software Update (FTP)

Username support

Password *****

FTP Server name or IP address ftp.plasmon.com

Software Image Path and File name Archive_APpliance/AA-4.08.24/..

4. Contact Alliance technical support for the FTP server and login details. Enter them into the **Username**, **Password**, **Server name or IP** and **Software Image Path and File name** fields.
5. Click **transfer** to begin the software update.
Follow the on-screen instructions to complete the installation.

Notification

The Appliance can notify system administrators of system events and errors by:

- Email (Simple Mail Transfer Protocol - SMTP) Notification - see below
- Simple Network Management Protocol (SNMP) Notification - see page 26.
- A history of the notifications can be viewed via the Web interface, and should be regularly reviewed and its contents cleared (see page 29).

Both email and SNMP notification services can be running at the same time.

Configure Email (SMTP) Notification

1. From the menu bar, select **System - Notification**.
The **System - Notification (SMTP)** page opens:

The screenshot shows the 'System - Notification (SMTP)' configuration page. It includes fields for enabling notifications, setting the SMTP server and port, and specifying sender details. Below these are sections for adding notification recipients and configuring alert threshold levels.

2. Tick the **Enable** box to enable, or untick to disable, the email notification service.
3. Enter an **SMTP Server** (email server) name or IP address.
4. Enter an **SMTP Port**. The normal port used for email is 25.
5. If required, add a **Sender** to the notifications.

- If required, add a **Username** to the notifications. If a username is added, that user's **Password** must also be entered.
- Enter the email address(es) of up to five email notification **Recipients**.
- Select an **Alert Threshold Level** for each recipient. These are described in [Table 1](#).

Note: For "call home" registered systems, please use the email monitoring service: tech.support@astiusa.com. This will allow Alliance to monitor the Appliance remotely. If you have any questions, please contact Alliance Technical Support.

- Click **save** to save the changes, **test alert** to test SMTP notification (a test notification is sent to each recipient) or click **history** to view the Notification Log.

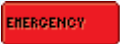
Configure SNMP Notification

- From the menu bar, select **System - Notification**.
- Click on the **SNMP** tab.
The **System - Notification (SNMP)** page opens:

- Tick the **Enable** box to enable the SNMP notification service.
- Enter a **GET Community String**. By default the Appliance does not use Community Strings to authenticate sent notifications. However, if required, a Community String can be entered here to enable this function.

5. Enter a **Contact Name** for SNMP notifications.
The Contact Name specifies the person to contact for the host, and how they may be contacted, e.g.: John Smith, X 1234, smith@alliance.com.
6. Enter a **Contact Location** for SNMP notifications.
The Contact Location lists the geographical location of the Appliance, e.g.: Appliance-1, Server Room 2, Alliance HQ, UK.
7. Enter the **TRAP Address** (IP address) and **TRAP Community String** of up to five SNMP notification Recipients.
8. Select an **Alert Threshold Level** for each recipient. These are described in [Table 1](#).
9. Click **save** to save the changes, **test alert** to send a test notification to each recipient, or click **history** to view the Notification Log.

Table 1: . Notification Alert Threshold Levels

Level	Meaning
	Emergency alerts require immediate action. Setting the Alert Threshold Level to this level will only send notifications of Emergency alerts.
	Critical events require that action must be taken urgently. This level of notification includes notification of both Critical and Emergency events.
	Warning events need actioning as soon as possible to keep the Appliance operating at maximum efficiency. This level of notification includes Warning, Critical and Emergency events.
	Info alerts may require some action to be taken. This level of notification includes Info, Warning, Critical and Emergency events.
	Normal events require no action. This notification level includes all events.

Notification history

The Appliance keeps a log of all notifications that it has sent, and it is strongly recommended that this log be reviewed and cleared regularly.

1. From the menu bar, select **System - Notification**.
2. Click the **history** button:.

Number	Time	ID	Level	Message
144	2008/05/06 15:40:00	702	Normal	Web Administration: User (admin) from 10.4.2.103 has logged in.
143	2008/05/06 14:09:36	702	Normal	Web Administration: User (admin) from 10.4.2.103 has logged in.
142	2008/05/06 11:12:43	702	Normal	Web Administration: User (admin) from 10.4.2.103 has logged in.
141	2008/05/06 04:56:10	302	Warning	Archive Appliance is low in Uninitialized media
140	2008/05/06 02:01:00	306	Warning	Backup failed, no usable backup media available
139	2008/05/05 23:56:21	302	Warning	Archive Appliance is low in Uninitialized media
138	2008/05/05 04:56:35	302	Warning	Archive Appliance is low in Uninitialized media
137	2008/05/05 02:01:00	306	Warning	Backup failed, no usable backup media available
136	2008/05/04 23:56:30	302	Warning	Archive Appliance is low in Uninitialized media
135	2008/05/04 04:56:53	302	Warning	Archive Appliance is low in Uninitialized media

3. Click the **next** and **back** buttons to navigate through a log that spans multiple pages.
4. Click any column header to order the list by that column (i.e. **Number**, **Time**, **ID**, **Level** or **Message**).
5. Once satisfied that all alerts are sufficiently attended to, click **delete all**.
6. A message will appear advising that this will delete all event logs. Click **delete all** again to confirm.

Licensing

The Archive Appliance contains proprietary software which provides the unique capabilities and functionality of Alliance's Archive Appliance. With the Archive Appliance software, at release level 4.12 or higher, licensing of the software for usage on only authorized hardware has now been introduced.

Types of Archive Appliance License Keys

There are three unique types of License Keys which authorize the usage of the Archive Appliance software. Each license key, which is uniquely tied to the specific Archive Appliance that it authorizes, facilitates Archive Appliance functionality as outlined below:

Permanent License Key

Allows for permanent usage of Archive Appliance software

Has a time limit regarding access to upgrades and software patches, which typically expires at the end of the Warranty or Service Agreement period.

Temporary License Key

Allows for temporary usage of Archive Appliance software, disabling new migrations to media once the license has expired. Temporary License Keys are typically issued for a period of 30 to 90 days.

Has a time limit regarding access to upgrades and software patches, which typically expires at the end of the Warranty or Service Agreement period.

Grace License Key

Default key, instantiated when first activating the Archive Appliance software.

Allows for the temporary usage of Archive Appliance software, disabling new migrations to media after 30 days.

How the Archive Appliance's Licensing works?

The Archive Appliance at initialization time and on a daily basis validates licensing.

License Status	Key Type	Actions
Active	Permanent Temporary Grace	- AA fully functional - Can install all available Software
Active expiring within 30 days	Permanent Temporary Grace	- AA fully functional - Can install all available AA software released before License Key expired - Warning message issued daily: License Key expiring in xx days
License Expired	Permanent	- AA fully functional - Can install AA software released before License Key expires - Informational message monthly: <i>License expired, software upgrades disabled</i>
License Expired	Temporary Grace	- AA disables migrating and recall of data to/from media - Cannot install any AA Software - Warning message issued daily: <i>Invalid license key, system disabled</i>

Applying New License Keys.

System - Licensing	
Product key:	80C0-A0E0-A0A0-E0E0-8000
License type:	Permanent
License expiry date:	11 October 2012
Days until license expiry:	805
New license key:	
Current license key:	704F-7750-1280-C8B8-D058
save cancel	

1. Enter or cut and paste the license key provide by Alliance Storage Technologies into the "New license key" textbox. If your key is not available, contact Alliance Technical Support.

Note: Note: The License Key must contain 20 alpha-numeric characters (not including the dashes).

2. Once the License Key has been entered, press the save button. The Archive Appliance will process the license key and, if valid, will store the new license key as the active key and the newly applied License Key will be displayed in the Current License Key field along with the License Type (Permanent or Temporary), the date when the license expires and the number of days left before the license expires.

Note: A newly installed Archive Appliance will automatically have a "Grace" license installed. Grace Keys can only be applied automatically by the Archive Appliance.

Chapter 4

Network menu

Network Settings

Configuration

1. From the menu bar, select **Network - Configuration**.

Configuration Network Interfaces Hosts Ports Interface Usage

Network - Configuration (Configuration)

Hostname: Moore

Domain Name: pdl.net

Network Interface

Default Network Interface: eth0

Domain Name Server Settings

DNS Servers: 192.168.2.1

save cancel

2. Enter a **Hostname** for the Appliance
3. Enter the **Domain Name** which the Appliance belongs to.
4. Select the **Default Network Interface** from the drop-down list.
5. Enter the IP address(es) of up to 3 **DNS Servers**. Multiple DNS Servers are usually used to offer continuity of Domain Name resolution should the primary server fail. See page 37 for details of configuring the Appliance for use with Windows Active directory.
6. Click on the **Network Interfaces** tab. The Appliance's network (Ethernet) interfaces are listed:

Configuration Network Interfaces Hosts Ports Interface Usage

Network - Configuration (Network Interfaces)

Interface	Enabled	DHCP	IP Address	Netmask	Connected	Bond
eth0	✓	✗	192.168.2.203	255.255.255.0	✓	
eth1	✗	✓			✗	

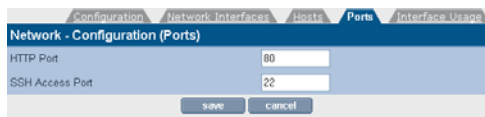
cancel

The following information is also displayed:

- **Name** - The Ethernet port name, *eth0* (the A12 Appliance has a second port, *eth1*). Clicking on the port name shows the network port's configuration
- **Enabled** - Indicates whether the Ethernet port is enabled
- **DHCP** - Indicates whether Dynamic Host Configuration Protocol (DHCP) is enabled.

Note: By default, DHCP is enabled.

- **IP Address** - Displays the IP address of the port.
 - **Netmask** - Displays the Network mask of the port
 - **Connected** - Indicates whether or not the network connection is operational.
 - **Bond** - On the A12 indicates whether or not the two ethernet ports are bonded. This is used to provide load balancing or fault tolerance. For details on how to configure bonding, see page 38.
7. Click on the **Ports** tab. The Appliance's administration TCP/IP ports are listed:



- **HTTP Port** - The port number for access via the Web Interface. The default HTTP port is 80. The HTTP Port will also be used by Alliance support engineers when accessing the web interface remotely. See "Update the System Software" on page 24.
 - **SSH Access Port** - The port number for local and remote access via SSH. The default SSH port is 22. The SSH Port will also be used by Alliance support engineers when accessing the command-line interface remotely. See "Update the System Software" on page 24.
8. Click on the **Interface Usage** tab. This will list the protocols available, with checkboxes for all of the available interfaces:

Configuration	Network Interfaces	Hosts	Ports	Interface Usage
Network - Configuration (Interface Usage)				
CIFS				
☒	eth0	☒	eth1	
NFS				
☒	eth0	☒	eth1	
FTP				
☒	eth0	☒	eth1	
SSH				
☒	eth0	☐	eth1	
HTTP				
☒	eth0	☐	eth1	
		save cancel		

If the Appliance has multiple network interfaces, it is possible to select which interface to use on a per-protocol basis. By default, all protocols use all interfaces.

- Click **save** to save the changes.

Setting a static IP address

- From within the **Network - Configuration (Network Interfaces)** page, click on a network interface's name:

Network - Configuration (Network Interfaces) - Update	
Name	eth0
Enabled	☒
DHCP	☐
IP Address	10.4.2.172
Netmask	255.255.255.0
Default Gateway	10.4.2.20
Port Bonding	
Create a bond with port(s)	eth1 ☐
Bond Mode	Fault Tolerance Load Balance
Ethernet Port Information	
Ethernet MAC Address	00:01:4E:01:44:82
Speed	1 Gbps Full Duplex
Sent (Bytes)	6858867
Received (Bytes)	3940564
Link Status	

- Clear the DHCP check-box.

3. Enter the **IP Address**, **Netmask** and **Default Gateway**. The network administrator can provide these details.
4. Click the **save** button.

Creating a static hosts table

Static host name configuration is generally not required. In some rare situations it may be beneficial to configure a host name for notification and ftp software installation when the host name is not available via DNS.

1. From within the **Network - Configuration** page, click on the **Hosts** tab:

Configuration	Network Interfaces	Hosts	Ports	Interface Usage
Network - Configuration (Hosts)				
				[Total 2 Entries] Page 1 of 1
IP Address		Host Name(s)		

This page can be used to specify network hosts which are known to the Appliance so that the Appliance may communicate with them if the DNS service is not available or in the event of a DNS failure.

2. Click **add** to add a new host:

Network - Configuration (Hosts) - Add	
IP Address	
Host Name(s)	

3. Enter the IP address and Hostname, and click **add**.

DNS configuration for Windows Active Directory

When using Windows Active Directory, it is essential that the primary DNS address entered when following step 5 of the network configuration procedure (see page 34) is one of the AD domain's specified nameservers. To determine the IP address of the nameserver:

1. Using a Windows PC on the same AD domain as the Appliance, select **Start menu > Run...**
2. Type **cmd** and press **Enter** to open a Windows Shell.
3. At the command line enter: **nslookup** followed by the domain name entered in step 3 of the network configuration procedure. Press **Enter**.

4. Consult the network administrator to determine which of the displayed IP addresses should be used as the primary DNS address.

Bonding network ports

The A12 Appliance has two ethernet ports which can be bonded to provide either fault tolerance (where one ethernet card is in use and the other is kept as a backup in case of failure) or load balancing (where the two ethernet cards share network activity to prevent bottlenecks).

1. From within the **Network - Configuration (Network Interfaces)** page, click on a network port's name:
2. Check the **Create a bond with port(s)** tick box.
3. The radio buttons for **Fault Tolerance** and **Load Balance** will become enabled. **Fault Tolerance** is selected by default.
4. Select the bond type that is required, then click the **save** button.

Note: Fault tolerance failover will cause a change in MAC address, which may have implications when the Appliance is connected to a switch with port security enabled. Refer to the switch documentation for further information on port security.

Users



The **Network - Users** page lists all the users defined on the Appliance, whether defined locally or sourced from an Active Directory domain or LDAP server.

By default the locally defined users are listed. If the Appliance has been configured to include users from an external directory, the drop-down box will become active, and any configured external directory may be selected.

Note: Directory users may not be added, modified or deleted via the Archive Appliance.

The local user list may be searched for by User Name. The asterisk may be used as a wildcard, and the search is case-sensitive.

Note: The wildcard character cannot be used as the first character in the search term.

Active Directory user lists may use the Advanced Search function. To enable, tick the **Advanced Search** checkbox:

The screenshot shows the 'Network - Users' interface. At the top, there is a dropdown menu set to 'UK'. Below it are input fields for 'User Name', 'Full Name', 'Email', and 'OU'. To the right of these fields is a checkbox for 'Advanced Search' which is checked. Further right, it says '[Total 162 Entries] Page 1 of 17'. Below the input fields is a table with columns: 'User Name', 'Role', 'CIFS', 'Replication', 'SSH', and 'FTP'.

It is possible to search using a user's **User Name**, **Full Name**, **Email** or **OU** (Organisational Unit), and the asterisk may be used as a wildcard. This search is not case-sensitive.

Adding a User

- From the menu bar, select **Network - Users**.

Network - Users

local User Name Advanced Search [Total 6 Entries] Page 1 of 1

User Name	Role	CIFS	Replication	SSH	FTP
admin	Administrator	✓	✓	✓	✓
mainnull		✗	✗	✗	✗
imnosp		✗	✗	✗	✗
vsu0		✓	✗	✓	✗
vsu1		✓	✗	✓	✗
vsu2		✓	✗	✓	✗

- Click **add**. The **Network - Users - Add** page is displayed:

Network - Users - Add

Name User ID

Description

Primary Group

General Group Definition

Group Selected Groups

def_group
mainnull
imnosp
supp1
curnt10

Password Setup

Password Confirm Password

Service Privileges

Network File Sharing ☐ Replication ☐ FTP ☐ SSH ☐

Role

Administrator ☐ Read-only Administrator ☐ Operator ☐

- Enter the User's **Name**. A **User ID** is automatically generated.

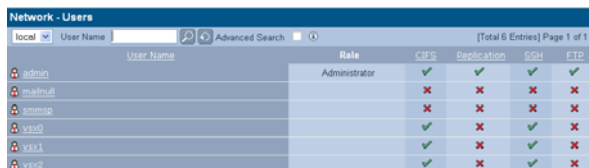
Note: User ID (UID) and Group ID (GID) are used to control file access. All file changes will have these IDs set for Owner, Owner Group and other ACL entries. Once an ID has been assigned to a file object, it cannot be easily changed.

- Enter a **Description** for the User.
- Select a **Primary Group** for the user to be a member of. The default group is def_group.

6. In the **General Group Definition** area, additional groups may be selected for the user to be a member of. Click any required group(s) in the **Group** list (CTRL-click to select more than one group at a time) and click the **>>** button to add the selected group(s) to the **Selected Groups** list.
7. Enter and confirm the user's **Password** (required).
8. Tick the **Network File Sharing** box to enable CIFS for the User and select a Group from the **Network Sharing Group Privileges** list.
9. If the User is to have replication privileges, tick the **Replication** box.
10. If the User is to have FTP access privileges, tick the **FTP** box.
11. If the User is to have Secure Shell (SSH) access privileges, tick the **SSH** box. SSH can be used to log into the Appliance over a network using a command line (console) interface.
12. The user may have a Role defined. Roles control the level of access a user has to the Appliance's Web Interface. A user with no Role selected cannot access the Web Interface.
An **Administrator** can log on to the Web Interface and has full control over the Appliance, including making changes to system configuration, volumes, archives and other settings.
A **Read-Only Administrator** may log on to the Web Interface and view all pages, but cannot make any changes.
An **Operator** has read-only access to the Web Interface, limited to the **System - Status**, **Storage - Online Media** and **Storage - Offline Media** pages.
13. Click  to add the User.

Deleting a User

1. From the menu bar, select **Network - Users**.



The screenshot shows the 'Network - Users' management interface. At the top, there is a search bar with 'local' selected and a text input field for 'User Name'. To the right of the search bar are icons for 'Advanced Search' and a help icon. The main area contains a table with 6 columns: 'User Name', 'Role', 'CIFS', 'Replication', 'SSH', and 'FTP'. The table lists six users: 'admin' (Administrator), 'madminu', 'srmisp', 'vss0', 'vss1', and 'vss2'. The 'admin' user has all permissions checked (green checkmarks). The other users have various permissions checked or unchecked (red X marks).

User Name	Role	CIFS	Replication	SSH	FTP
admin	Administrator	✓	✓	✓	✓
madminu		✗	✗	✗	✗
srmisp		✗	✗	✗	✗
vss0		✓	✗	✓	✗
vss1		✓	✗	✓	✗
vss2		✓	✗	✓	✗

2. Click the User Name of the User to be deleted.
The **Network - Users - Update** page is displayed.
3. Click .
4. A warning message is displayed.
Click to confirm deletion of the user.

Modifying a User's details

- From the menu bar, select **Network - Users**.

Network - Users

local User Name Advanced Search [Total 6 Entries] Page 1 of 1

User Name	Role	CIFS	Replication	SSH	FTP
admin	Administrator	✓	✓	✓	✓
mainnull		✗	✗	✗	✗
emmsp		✗	✗	✗	✗
vsn0		✓	✗	✓	✗
vsn1		✓	✗	✓	✗
vsn2		✓	✗	✓	✗

- Click the **User Name** of the User whose details are to be modified. The **Network - Users - Update** page is displayed:

Network - Users - Update

Name: vsn0 User ID: 501

Description: VSX0 test login

Primary Group: def_group

General Group Definition

Group	Selected Groups
mainnull	def_group
emmsp	supp1
testgroup	supp2
testgroup2	supp3
vsn0	vsn0

Password Update

Password: Confirm Password:

Service Privileges

Network File Sharing ☒ Replication ☐ FTP ☐ SSH ☒

Role

Administrator ☐ Read-only Administrator ☐ Operator ☐

- The user's **Description**, **Primary Group**, **General Group Definition**, **Password** or **Role** can be updated.
- Click **save** to save the changes.

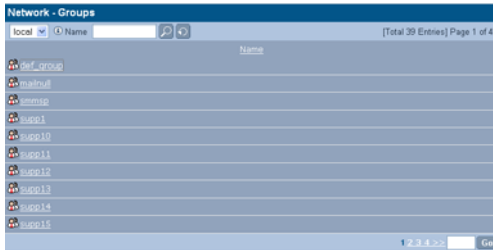
Groups



The **Network - Groups** page lists all the user groups known to the Appliance and allows addition, editing or deletion of groups from the system.

Adding a Group

1. From the menu bar, select **Network - Groups**:



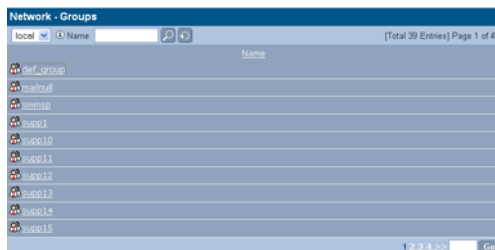
2. Click **add**. The **Network - Groups - Add** page is displayed:

3. Enter a **Name** for the Group. The **Group ID** is automatically assigned.
4. Click **add** to add the Group.

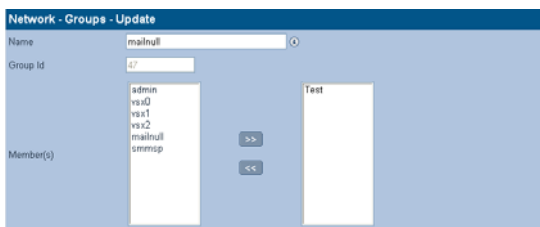
Editing a Group

Once a group has been created, its name and members may be edited.

1. From the menu bar, select **Network - Groups**.



2. Click the **Name** of the group to be changed.
The **Network - Groups - Update** page is displayed:



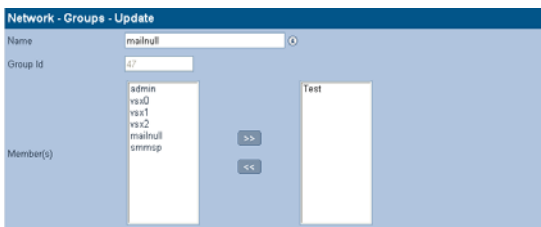
3. Change the group's **Name** and **Member(s)** as required.
4. Click **save** to save the changes.

Deleting a Group

1. From the menu bar, select **Network - Groups**.



2. Click the **Name** of the Group to be deleted. The **Network - Groups - Update** page is displayed:



3. Click **delete**.
4. A warning message is displayed. Click **delete** to confirm deletion of the Group.

Shares



A network share is a directory on the Appliance that can be accessed by other hosts across the network.

The **Network - Shares** page allows viewing, editing and deletion of shares from the Appliance. It is also used to view active connections and open files and configure access control lists (ACLs) for each share.

Adding a Share

- From the menu bar, select **Network - Shares**.

Network - Shares							
						[Total 0 Entries] Page 1 of 1	
Name	Location	SMB	NFS	FTP	Read only	Guest	Hide

- Click **add**. The **Network - Shares - Add (Protocols)** page is displayed:

- Enter a **Name** for the Share.
- Enter a **Location** for the Share or click **browse** to browse for a location.
- Tick the relevant **Protocol** box(es). This defines how the Users may access the Share. The Appliance can share files via Common Internet File System (**CIFS**), Network File System (**NFS**) and File Transfer Protocol (**FTP**).
- Tick one or more **Attributes** box. This defines what access privileges Users will have on the Share.

Note: Read only, Guest and Hide are global attributes, and will be set across all protocols selected above.

- **Read-only** - write access is denied through the connecting protocol even though the AA file system is writable
- **Guest** - no authentication required, anybody can access the share
- **Visible** - share may exist but it is not advertised to the network unless ticked.

7. Click **next >>**. The **Set Access** tab is displayed:

Network - Shares - Add

Protocols: Set Access CIFS Attributes CIFS Hosts CIFS Admin NFS Attributes

Name: Archive

Location: /Archive2/default

Owner and Group

Owner: root [browse] ⓘ

Owner Group: root

Access [Total 3 Entries] Page 1 of 1

Name	Read	Write
root	☒	☒
root	☒	☒
Everyone	☒	☒

[add] ⓘ

8. The currently logged in user and group are displayed as the default **Owner** and **Owner Group**. Click **browse** to browse for a specific user.
9. To give specific users access to the share, click **add** and select from the user list (all local, Active Directory, and LDAP users are displayed).
10. Click **next >>**. If CIFS was selected in step 5 the **CIFS Attributes** tab is displayed:

Network - Shares - Add

Protocols: Set Access CIFS Attributes CIFS Hosts CIFS Admin NFS Attributes

Name: Archive

Location: /Archive2/default

Attributes

☒ Read only ☒ Guest ☐ WORM emulation ⓘ

11. Enter the **Attributes** for Windows (CIFS) access to the Share.

12. Click **next >>**. The **CIFS Hosts** tab is displayed:

Network - Shares - Add

Protocols Set Access CIFS Attributes **CIFS Hosts** CIFS Admin NFS Attributes

Name Archive

Location /Archive2/default

Allow hosts

Deny hosts

Enter the hostnames or IP addresses of Hosts that are to be specifically allowed or denied access to the Share.

Note: When hosts are added to either the Allow or Deny lists, all other hosts automatically become marked as the opposite, unless they are specified otherwise.

13. Click **next >>**. The **CIFS Admin** tab is displayed:

Network - Shares - Add

Protocols Set Access CIFS Attributes CIFS Hosts **CIFS Admin** NFS Attributes

Name Archive

Location /Archive2/default

Admin Users [Total 0 Entries] Page 1 of 1

add

14. Click **add** to add an Administrator User for this Share.
15. **next >>** is only available if NFS was selected in step 5. Clicking it will display the **NFS Attributes** tab:

Network - Shares - Add

Protocols Set Access CIFS Attributes CIFS Hosts CIFS Admin **NFS**

Name Archive

Location /Archive2/default

Guest Host Access

Enable ☐ Read only ☒ AllowRoot ☐ SyncMode ☐

Host Access [Total 0 Entries] P

Hostname	Read only	AllowRoot	SyncMo

16. Click **add** to add NFS Hosts to the Share.

The **NFS Host Entry Details** page opens:

Enter the Hostname, then tick the boxes as required:

- **Read only** - Allow Read Only access to the share.
- **AllowRoot** - allows root user access to the share.
- **SyncMode** - (disabled by default) can improve performance at the risk of filesystem fragmentation when reading or writing large amounts of small files.

Click **ok** to continue.

17. Click **add** to add the share.

Deleting a share

Important: All users must be disconnected before a share can be deleted.

1. From the menu bar, select **Network - Shares**.
2. Click on the name of the share to be deleted.
3. The **Network - Shares - Update (Protocols)** page opens:

- Click **delete**.

The Appliance warns that the share is about to be deleted. Click **delete** again to confirm.

Modifying a share

- From the menu bar, select **Network - Shares**.
- Click on the name of the share to be deleted.
- The **Network - Shares - Update (Protocols)** page opens:

The screenshot shows the 'Network - Shares - Update (Protocols)' configuration page. At the top, there are three tabs: 'Protocols', 'Access', and 'CIFS'. The 'Protocols' tab is selected. Below the tabs, the page title is 'Network - Shares - Update (Protocols)'. There are two input fields: 'Name' with the value 'Archive1' and 'Location' with the value '/Archive1/default'. Below these fields, there are two sections: 'Protocol' and 'Attributes'. In the 'Protocol' section, there are three rows: 'CIFS' with a checked checkbox, 'NFS' with an unchecked checkbox, and 'FTP' with an unchecked checkbox. In the 'Attributes' section, there are three rows: 'Read only' with an unchecked checkbox, 'Guest' with an unchecked checkbox, and 'Visible' with a checked checkbox.

- To add or remove a networking protocol, click the relevant box. Adding a protocol will add a configuration tab for that protocol, and removing one will dispose of the associated tab.
- Add or remove attributes by clicking the relevant box.
- Click on the **Access** tab to change user and group permissions.
- Click on the **CIFS**, **NFS** or **FTP** tab to change the configuration for the selected protocol.
- When all required changes have been made, click **save**.

Note: For in-depth detail on the options available in each tab, see [Adding a Share](#) on page 47.

Authentication

The **Network - Authentication** page defines access authentication to the Appliance using local users, LDAP or CIFS.

LDAP configuration

1. From the menu bar, select **Network - Authentication**.

Network - Authentication (LDAP)

Enable LDAP ☐ Enable SSL ☐ ⓘ

Master Host Port ⓘ

Slave Host Port ⓘ

Base Domain Name ⓘ

Password Encryption ⓘ

Server Connection

Bind Domain Name (Optional) ⓘ

Password (Optional) ⓘ

Connection Timeout Seconds ⓘ

Service Privileges

CIFS ☐ FTP ☐ ⓘ

2. Tick **Enable LDAP** to enable LDAP authentication.
3. If required, tick **Enable SSL** to enable SSL encryption on the connection to the LDAP server.
4. Enter the **Master Host** hostname (or IP address) and TCP **Port** of the master LDAP server.
5. Enter the **Slave Host** hostname (or IP address) and TCP **Port** of the slave LDAP server.

Note: The Slave Host must have the same connection settings as the Master Host.

6. Enter the **Base DN**. The DN (Distinguished Name) of the base object from which to start the search.
7. Enter a **Password Encryption** type (the encryption type for the POSIX password). This can be either LDAP Server default (the Directory encryption default) or crypt (Unix-Crypt hash encryption).

8. Enter the **Bind DN** (Optional). The Distinguished Name (DN) to use when binding to the LDAP server. Leaving this blank will cause the LDAP connection to be anonymous.

Note: Note that the user password cannot be set via an anonymous connection.

9. Enter a **Password** (Optional). The password used when binding the LDAP server with the Bind DN.
10. Enter a **Connection Timeout**. Select the LDAP request timeout (in seconds).
11. Click **save** to save the changes or click **Test LDAP** to test the connection to the LDAP server.

Service Privileges

The Appliance can be configured to enable CIFS and FTP users to be authenticated against the LDAP directory.

1. If required, tick the **CIFS** or **FTP** boxes.
2. If **CIFS** is selected, the CIFS Advanced Configuration options become available:

Service Privileges	
CIFS	☒
FTP	☐
HTTP (View Only)	☐
CIFS Advanced Configuration	
Samba Schema	Ver3.0
Domain SID	S-1-5-21-2006343679-2325416990-427406505

3. Select a **Samba Schema**. This will be the version of Samba Schema in use on the LDAP server.
The default schema version is 3.0. The Appliance also supports version 2.2.
4. Enter the **Domain SID**. The Windows Security ID of the LDAP users. The SID defined in the directory is used if it is available.
5. Click **Save** to save the changes or click **Test LDAP** to test the connection to the LDAP server.

LDAP Service authentication configuration

This section describes how to configure some of the more common LDAP implementations for use with the Archive Appliance.

The Schema files referred to in this section can be found on the Archive Appliance System CD-ROM.

OpenLDAP

1. Copy the **samba.schema** file to `/usr/local/etc/openldap/schema/` and edit **slapd.conf** as follows

```
include /usr/local/etc/openldap/schema/core.schema
include /usr/local/etc/openldap/schema/corba.schema
include /usr/local/etc/openldap/schema/cosine.schema
include /usr/local/etc/openldap/schema/inetorgperson.schema
include /usr/local/etc/openldap/schema/misc.schema
include /usr/local/etc/openldap/schema/openldap.schema
include /usr/local/etc/openldap/schema/nis.schema
include /usr/local/etc/openldap/schema/samba.schema
```

2. Save the **slapd.conf** file
3. Restart OpenLDAP service.

iPlanet

1. Copy **samba-schema-netscaped5.x** to `.\iPlanet\servers\slapd-plz\config\schema` directory and rename it to **99user.ldif**
2. Restart iPlanet service.

Novell eDirectory

eDirectory can be administered using a number of tools. ConsoleOne and iManager are two popular administration consoles. The method of performing some of the setup tasks will vary depending on the administration tools used; however, the principles remain the same.

1. Import schema definitions

In order for Linux/Unix system to interoperate with a directory the "user" and "group" schema needs to be POSIX compliant.

Novell provide a command line tool called "ice" that can be used to import auxiliary schema definition into the directory:

```
ice -SLDIF -fd:\export.ldif -DLDA -s<SERVER> -p389 -dcn=<...> -w<PASSWORD>
```

In order for the any authentication to be successful the POSIX auxiliary classes (posixAccount and posixGroup) are required. However, for CIFS authentication to work an additional schema needs to be imported (sambaSamAccount). Note that sambaSamAccount depends on the POSIX schemas. The POSIX rfc2307 schema definitions are available from Novell and the Samba LDIF file is attached to this document. LDIF and schema files can be imported as shown below:

```
ice -SLDIF -f samba.ldif -D LDAP -s
192.168.2.22 -d cn=admin,o=asti.net -w mypasswd
```

```
ice -SSCH -f rfc2307-usergroup.sch -D LDAP -s
192.168.2.22 -d cn=admin,o=pd1.net -w mypasswd
```

Note: The schema import command may vary depending on the underlying Operating System. For example, the Linux NDS distribution also has "ndssch" available for schema import.

2. Create/Modify POSIX users

When creating new users for accessing the AA it is necessary to add the following posixAccount attributes:

- **Name** - keep same as object name
- **uidNumber** - user id of user (> 501)
- **gidNumber** - group ID of user (> 501)
- **Common Name** - same as Other Name
- **Unique ID** - this will already exist as it corresponds to the object name.

Note that the AA administration interface will setup all necessary objects and attributes required for CIFS authentication.

Important: If existing users need to access the AA then it is necessary to extend the existing user object.

Important: In order for the authentication to be successful it is essential that only one Unique ID exists even though the Unique ID attribute is multi-valued.

3. Set/Synchronize passwords

NDS/eDirectory maintains its own passwords and password policy which cannot be shared with Samba. For this reason it is necessary to maintain a separate password for CIFS authentication. However, the AA provides an interface to synchronize the Linux/Unix/Samba password. Simply access the user details "Network - Users - Update" and set the user password. Note also that Novell have been working towards a Universal password scheme and the reader is advised to consult with Novell regarding password synchronisation and Universal passwords.

Most commonly used Samba schema attributes

To support the challenge/response authentication methods used by Microsoft clients, Samba requires a list of hashed passwords separate from the normal Unix account information stored in */etc/passwd* (or in the *posixAccount* object class). This collection of LanManager and Windows NT password hashes is normally stored in a file named *smbpasswd*; the format of each entry is:

username:uid:LM_HASH:NT_HASH:account flags:timestamp

This can be addressed by moving the information from a local, flat file into an LDAP directory. This can be achieved by importing the Samba schema, which can be found on the Archive Appliance System CD-ROM. A CLI tool *smbpasswd* is recommended to add a Samba user.

To use a normal LDAP administration tool (for example, LAT) for adding a Samba user:

- 1 Add the object class *sambaAccount/SambaSAMAccount* to the user.
- 2 Set the following attributes:

For Samba Schema 2.2

rid - relative ID, The value should be $UID * 2 + 1000$

For example, 4097804623

lmPassword - LanManager hashed password

ntPassword - Windows NT hashed password

For Samba Schema 3.3

sambaSID - Windows security ID, The value should be 'Samba Domain SID'+'-'+'rid'

For example, S-1-5-21-3312872725-2188076328-4097804623

sambaLMPassword

sambaNTPassword

CIFS

The information in this tab is derived from, the [System - Services \(CIFS\)](#) page. Refer to "Configuring CIFS (Including Active Directory Server / NT Domain Server)" on page 16.

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Chapter 5

Storage menu

RAIDs

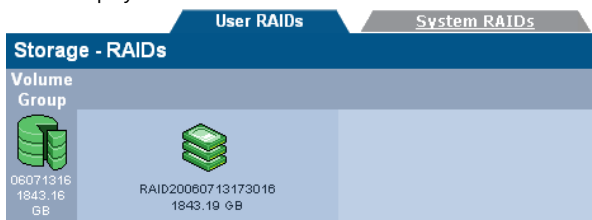


The **Storage - RAIDs** page allows viewing of RAIDs (Redundant Array of Independent Disks) on the system. Global hot spare disks can also be defined.

Note: On Archive Appliances with an internal archive controller, the RAID configuration is limited to a single RAID 1 (mirrored pair). On Archive Appliances with an external archive controller, the system RAID configuration is limited to a RAID 1 with a RAID 5 data configuration. System RAIDs are predefined and cannot be altered: they are maintained by the system automatically.

Viewing RAIDs

1. From the menu bar, select **Storage - RAIDs**. The **User RAIDs** are displayed:



2. Hover over any Volume Group or RAID for a Tool Tip containing status information.

Assigning global hot spare disks to a RAID

Hot spare disks can be defined to provide fault tolerance in RAIDs. A disk which has been marked as a global hot spare will automatically take the place of failed or rejected disks in any RAID.

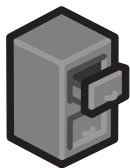
Note: Hot spare disks can only be defined if the system has free disks available.

1. From the menu bar, select **Storage - RAIDs**.
2. Click **hot spares**.
The **Storage - RAIDs - Hot Spares** page will open:



3. Tick the box(es) of disk(s) to mark as hot spare(s).
Click **set** to set the hot spare(s).
Click **save** to save the changes and return to the **Storage - RAIDs** page.

Volumes



The **Storage - Volumes** page can view, add or remove volumes from the system.

About volumes

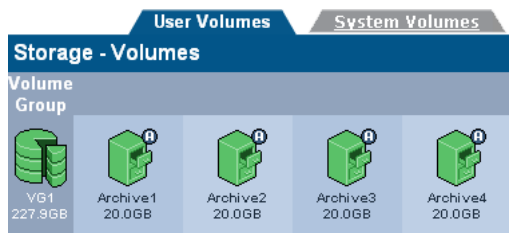
The term volume, in this context, refers to a logical volume (as opposed to a physical volume) which is part of a volume group.

On the Appliance, two types of volume are available:

- An archive - where data is written to the Appliance's RAID(s) and when defined criteria have been met, the data is migrated onto UDO media - see [Creating an archive](#) on page 62.
- An unmanaged volume - where data is written to the Appliance's RAID cache only - see [Creating an unmanaged volume](#) on page 72

Creating an archive

1. From the menu bar, select **Storage - Volumes**.



2. Click **add**.

The **Storage - Volumes - Volume Add** page opens:

Volume	Archive	Migration Policy	Release Policy	Offline Policy
Name		VOL-03		
Select Volume Group		Pool-02		
Space Available		1637.32 GB		
Initial Size			GB	
Archive	☒			

3. A **Name** is automatically generated, which can be edited. The limit is up to eight characters, which can include; a-z, A-Z, 0-9, - (hyphen) and _ (underscore).
4. Select the Volume Group that the volume will be created in from the **Select Volume Group** drop-down list.
5. The **Space Available** is shown. Enter an **Initial Size** for the volume.

Note: Volume size may be increased at a later date, but may never be decreased.

6. If the Volume is to be an archive, tick the **Archive** box.
7. Click **next >>** to continue.

The **Storage - Volumes - Volume Add** page, **Archive** tab opens:

Volume	Archive	Migration Policy	Release Policy	Offline Policy
Name		06103073		
Archive Options				
Media Type		UDO WO		
Allow File Changes		No		
Write Commit Period		450	s	
Number of Copies		2		

8. Select the **Media Type** the archive will use:
 - **UDO WO** - UDO WORM media

- **UDO CWO** - Compliant UDO WORM media.
9. Select whether to **Allow File Changes**:
 - If **Yes** is selected then changes to the file are permitted at any time after the file is written and multiple versions of the file are stored.
 - If **No** is selected, a WORM filesystem is created. After the write commit period has expired, no further file changes are permitted.
 10. Enter a **Write Commit Period** in seconds, minutes or hours. This sets the time period after the file is closed during which file updates can be made. After this time period has passed no further changes are permitted.
 11. Select the **Number of Copies** of the file to make. Copies are made on separate UDO media and can be offlined to provide an additional level of data protection.
 12. Click **next >>** to continue.
The **Storage -Volumes - Volume Add** page, **Migration Policy** tab opens:

Volume		Archive		Migration Policy		Release Policy		Offline Policy	
Storage - Volumes - Migration Policy Update									
Name		Archive1							
Minimum Criteria									
To be eligible for migration, data must meet all of these criteria and not be in the <u>migration exclusion list</u> .									
Minimum File Age	10	s							
Minimum Wait Time	20	s							
Minimum Number of Migration Files	1								
Minimum Migration Size	2	MB							
Maximum Criteria									
Data that meets any of these criteria becomes eligible for migration.									
Maximum Wait Time	30	m							
Maximum Number of Migration Files	10000								
Maximum Migration Size	4608	MB							
Open Volume Limit	☐								
No file splits	☐								

Migration is the process of reading files from the cache and writing them to UDO media. As files are written to the cache they are grouped together into migration jobs.

Migration jobs are started when all of the minimum criteria, or any one of the maximum criteria have been met

13. Enter the following **Minimum Criteria**:
 - **Minimum File Age** - The amount of time a file must remain unchanged to become a candidate for migration
 - **Minimum Wait Time** - Migration will NOT be started if new files are added to migration candidate list during the Minimum Wait Time
 - **Minimum Number of Migration Files** - Migration will NOT be started if there are less than the Minimum Number of Migration Files to be migrated
 - **Minimum Migration Size** - Migration will NOT be started if the total size is less than the Minimum Migration Size.
14. Enter the following **Maximum Criteria**:
 - **Maximum Wait Time** - Migration will be started if the elapsed time since the first file was added to migration candidate list is more than the Maximum Wait Time
 - **Maximum Number of Migration Files** - Migration will be started if there are more than Maximum Number of the Migration Files waiting to be migrated
 - **Maximum Migration Size** - Migration will be started if the total size exceeds the Maximum Migration Size.
15. Select whether there should be an **Open Volume Limit**.
Selecting this option will limit the number of open volumes in a media pool to one. This can result in lower migration throughput as multiple volumes are not opened to utilise all of the available drives, and files from the same directory are less likely to be split across different media.
16. In the event that the media becomes full during a migration task, files may be split between different media. Setting the **No file splits** option prevents this.
17. Files listed in the **Exclude** list will not be migrated to media. Click **migration exclusion list** to add or remove files and file types from this list.

Migration Exclusion List

When clicking the “migration exclusion list” hyperlink, the following page is displayed:

Storage - Volumes - Migration Policy Update - Exclusions

Name ⓘ

Exclusion Criteria

File or Directories that meet **any** of this criteria will be excluded from migration.

	Path/File Name	
	/default/exclude_folder	remove
	/default/exclude_folder1	remove
	/default/tester*	remove
	/default/exclude_file1	remove
	/default/file*	remove

To add a specific file or folder to the exclusion list, click the button at the bottom right of the display area:

Create exclusion list entry

Path ⓘ

	Name ^
	..
	tester
	tester1
	tester_2
	SYS_FileGetListDetail...
	exclude_file2
	exclude_file3
	file1.txt
	file_2.txt

1 2 << [2]

There are two options available for specifying an exclusion entry. Either select an existing item from the display list or enter the full file/folder path into the top edit control. Wildcard entries are permitted e.g. *.tdb. The entry will be accepted once the add button has been clicked and saved with the save button.

Note: Folders are identified by the trailing slash '/' character. So "/Archive1/default/folder/" identifies a folder while "/Archive1/default/folder" identifies a file called "folder".

If an excluded file or folder is renamed (such that it is no longer excluded) it will be immediately scheduled for migration.

Archive Configuration Examples

The following examples illustrate the different migration configurations that can be achieved.

- **EXAMPLE 1** - Migration default settings
With the following minimum settings:
 - **Minimum File Age:** 10 Secs
 - **Minimum Wait Time:** 20 Secs
 - **Minimum Number of Migration Files:** 1
 - **Minimum Migration size:** 2 MB

and the following maximum settings:

- **Maximum Wait Time:** 30 minutes
- **Maximum Number of Migration files:** 10000
- **Maximum migration size:** 4608 MB

Migration will occur as soon as at least one file larger than 2 MB becomes eligible for migration (by remaining unchanged for 10 seconds or more) and no other files have become eligible for migration within the last 20 seconds. Even if not all of the minimum criteria are met, a migration will occur at least once every 30 minutes, or sooner if the number of files eligible for migration number more than 10000 or become collectively larger than 4608 MB in size.

- **EXAMPLE 2** - Frequent, low data volume
With the following minimum settings:
 - **Minimum File Age:** 10 Secs
 - **Minimum Wait Time:** 10 Secs
 - **Minimum Number of Migration Files:** 1
 - **Minimum Migration size:** 1 MB

and the following maximum settings:

- **Maximum Wait Time:** 10 minutes
- **Maximum Number of Migration files:** 1000
- **Maximum migration size:** 100 MB

Migration will occur as soon as at least one file larger than 1 MB becomes eligible for migration (by remaining unchanged for 10 seconds or more) and no other files have become eligible for migration within the last 10 seconds. Even if not all of the minimum criteria are met, a migration will occur at least once every 10 minutes, or sooner if the number of files eligible for migration number more than 1000 or become collectively larger than 100 MB in size.

- **EXAMPLE 3** - Less frequent, greater data volume

With the following minimum settings:

- **Minimum File Age:** 10 Secs
- **Minimum Wait Time:** 1 hour
- **Minimum Number of Migration Files:** 1000
- **Minimum Migration size:** 100 MB

and the following maximum settings:

- **Maximum Wait Time:** 4 Hours
- **Maximum Number of Migration files:** 10000
- **Maximum migration size:** 4.5 GB

Migration will occur as soon as at least 1000 files, larger than 100 MB in total become eligible for migration (by remaining unchanged for 10 seconds or more) and no other files have become eligible for migration within the last hour. Even if not all of the minimum criteria are met, a migration will occur at least once every 4 hours, or sooner if the number of files eligible for migration number more than 1000 or become collectively larger than 4.5 GB in size.

Table 1: Migration policy setting ranges.

Setting	Min.	Max.
Minimum Wait Time	1 s	1 h
Minimum number of Migrations files	1	1000
Minimum migration size	256 B	100 MB
Maximum wait time	1 s	24 h
Maximum number of migration files	1	10000
Maximum migration size	1 MB	4.5 GB

18. Click **next >>** to continue.

The **Storage - Volumes - Volume Add** page, **Release Policy** tab opens:

Volume	Archive	Migration Policy	Release Policy	Offline Policy
Storage - Volumes - Volume Update				
Name		Archive1		
Watermark Policies				
☐ Never release files				
☒ Start releasing files based on the following				
All files when cache usage is above		95	%	
When cache usage is above		90	%	
Release files larger than		2	KB	
Release migrated files older than		2	h	
Release recalled files older than		24	h	
Stop releasing files when archive usage is		85	%	
Release file immediately after migration		☒		

Releasing is the process of truncating files on the RAID cache following migration to UDO media. The truncated file is retained on the RAID cache as a reference to the migrated file to enable it to be located and recalled if required.

19. To set release policies for the archive, select:

- **Never release files** - Files are never released from the RAID cache.

- or -

- **Start releasing files based on the following:**
 - **All files when cache usage is above:** When the specified percentage of storage space on the RAID cache is used, the system will start releasing all migrated and recalled files.
 - **When cache usage is above:** When the specified percentage of RAID cache storage space has been used, files which meet all of the following criteria will be released:
 - **Release files larger than:** Only files larger than the specified size will be released.

- **Release migrated files older than:** Only files that have been migrated longer than the specified time will be released.
- **Release recalled files older than:** Only files that have been recalled longer than the specified time will be released.
- **Stop releasing files when archive usage is:** When RAID cache usage reaches the specified percentage, files stop being released.
- **Release files immediately after migration:** All migrated files are released immediately, irrespective of RAID cache storage space usage.

20. Click **next >>** to continue.

The **Storage - Volumes - Volume Add** page, **Offline Policy** tab opens:

Volume	Archive	Migration Policy	Release Policy	Offline Policy
Storage - Volumes - Volume Update				
Name	Archive1			
Offline Policies				
Primary Offline Policy	Least Recently Closed			
Secondary1 Offline Policy	Open Offline			

21. Select a **Primary** and **Secondary Offline Policy** from the drop down lists:

- **Prohibit offline** - Media in the pool cannot be offlined.
- **Least Recently Used** - Media are offlined in order of media closure. The oldest closed media is offlined first.
- **Least Recently Closed** - Media are offlined in order of last read/write operation. The closed media with the oldest read/write request is offlined first.
- **Open Offline** - Media in the pool may be offlined while still open for writing in order to be stored as an offsite backup copy (Open Offline can only be enabled on a single secondary media pool). For further information on Open Offline media, see the *Archive Appliance Operator's Guide*.

22. Click **add**.

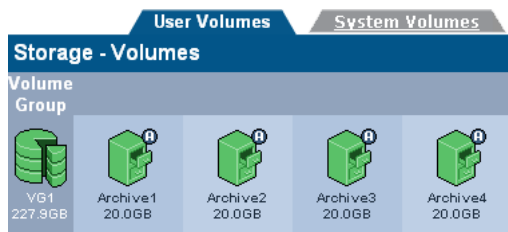
Once the volume has been created, the Appliance will return to the **Storage - Volumes** page.

Creating an unmanaged volume

Once a RAID has been created, the associated volume group can be divided into volumes.

To create a standard volume:

1. From the menu bar, select **Storage - Volumes**.



2. Click **add**.

The **Storage - Volumes - Volume Add** page opens:

Storage - Volumes - Volume Add	
Name	Volume01
Select Volume Group	Pool-01
Space Available	1450.62GB
Initial Size	GB
Archive	☐

3. A **Name** is automatically generated, or can be entered (up to 32 characters; a-z, A-Z, 0-9, - (hyphen e.g. Volume-01) and _ (underscore e.g. Volume_1).
4. Select a Pool that the volume should be in from the **Select Volume Group** drop-down list.
5. The **Space Available** is shown.

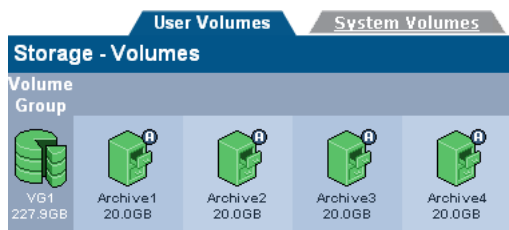
Caution: Volume size can be increased after creation. However, the size of a volume can only be reduced by removing the volume from the volume group and restoring from backup (we recommend that this only be performed by a Service Engineer). We recommend that during creation, the volume size is set to the minimum size that is likely to be required.

Enter an **Initial Size** for the volume.

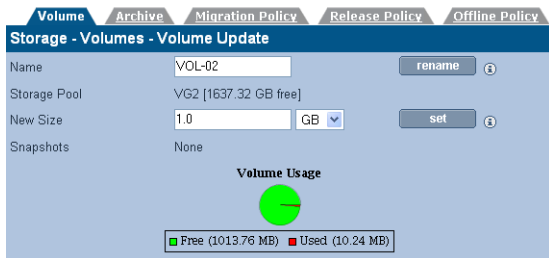
6. Click **add**. Once the volume has been created, the Appliance will return to the **Storage - Volumes** page.

Viewing and editing volume properties

1. From the menu bar, select **Storage - Volumes**.



2. Click on the volume to view or update.
The **Storage - Volumes - Volume Update** page opens:



Items that may be edited are:

- **Name** - (user volumes only) To change the volume name, type in a new name and click **rename**.
- **New Size** - To change the size of the volume, enter a new size and click **set**.

Note: If the volume is part of a replication pair, remember to also resize the volume on the Appliance hosting the partnered volume.

- Click on the **Archive** tab.

Volume Archive Migration Policy Release Policy Offline Policy

Storage - Volumes - Volume Update

Name ⓘ

Archive Options

Media Type ⓘ

Allow File Changes ⓘ

Number of Copies ⓘ

Unmigrated Data	Available Cache Space	Maximum Available Media Space	Total Data Archived
0B (0)	19.8GB	44.5GB	11.48GB

Media

	Status	Open	Closed	Offline	Available to offline
Primary	Enabled	1	0	0	0

Items that may be edited are:

- **Allow File Changes.**
- **Write commit period**
- **Number of copies**

Note: Once a volume has been created, the Number of Copies option may only be changed to 1 or 2.

Information-only fields are:

- **Unmigrated Data** - Shows the cumulative size of the files awaiting migration. The value in brackets is the number of files awaiting migration. This value includes directories, files and file attribute changes.
- **Available Cache Space** - This value is the summation of the actual free space on the cache (shown on the Volume tab) plus the space currently taken up by releasable files which will be made available when the release watermarks are met (see Release Policy tab)
- **Maximum Available Media Space** - Is the amount of media space available for migration assuming that all available media gets assigned to this archive. If there are multiple archives configured, then in practise this available media space will be smaller
- **Total Data Archived** - Is the total amount of data from this archive that has been migrated to media

- **Media** - Totals are for each pool (Primary, Secondary1, Secondary2 as appropriate):
 - **Status. Enabled** - data will be migrated to media in this pool, and **Disabled** - data will not be migrated to media in this pool.
 - **Open** - The number of open media in this pool. Open media already have data written to them
 - **Closed** - The number of closed media in this pool. Closed media will have no further data migrated to them
 - **Offline** - The number of offline media from this pool
 - **Available to offline** - The number of media now available to be offlined from this pool. Media can be offlined by using the 'Offline media' option on the keypad.

4. Click on the **Migration Policy** tab:

Volume	Archive	Migration Policy	Release Policy	Offline Policy
Storage - Volumes - Migration Policy Update				
Name		Archive1		
Minimum Criteria				
To be eligible for migration, data must meet all of these criteria and not be in the <u>migration exclusion list</u> .				
Minimum File Age	10	s		
Minimum Wait Time	20	s		
Minimum Number of Migration Files	1			
Minimum Migration Size	2	MB		
Maximum Criteria				
Data that meets any of these criteria becomes eligible for migration.				
Maximum Wait Time	30	m		
Maximum Number of Migration Files	10000			
Maximum Migration Size	4608	MB		
Open Volume Limit	☐			
No file splits	☐			

Items that may be edited are:

- **Minimum File Age**
- **Minimum Wait Time**
- **Minimum Number of Migration Files**
- **Minimum Migration Size**

- **Maximum Wait Time**
- **Maximum Number of Migration Files**
- **Maximum Migration Size**
- **Open Volume Limit**
- **No file splits**

Read-only fields are:

- **Name**

5. Click on the **Release Policy** tab.

Volume	Archive	Migration Policy	Release Policy	Offline Policy
Storage - Volumes - Volume Update				
Name		Archive1		
Watermark Policies				
☐ Never release files				
☒ Start releasing files based on the following				
All files when cache usage is above	95		%	
When cache usage is above	90		%	
Release files larger than	2	KB		
Release migrated files older than	2	h		
Release recalled files older than	24	h		
Stop releasing files when archive usage is	85		%	
Release file immediately after migration	☒			

Items that may be edited are:

- **Watermark Policies:**
 - **Never Release Files**
 - **Start releasing files based on the following**
 - **All files when cache usage is above**
 - **When cache usage is above**
 - **Release files larger than**
 - **Release migrated files older than**
 - **Release recalled files older than**
 - **Stop releasing files when archive usage is**
 - **Release file immediately after migration.**

Information-only fields are:

- **Name**

6. Click on the **Offline Policy** tab:

Volume	Archive	Migration Policy	Release Policy	Offline Policy
Storage - Volumes - Volume Update				
Name	Archive1			
Offline Policies				
Primary Offline Policy	Least Recently Closed			
Secondary1 Offline Policy	Open Offline			

Items that may be edited are:

- **Primary Offline Policy.**
- **Secondary Offline Policy.**

Information-only fields are:

- **Name**

7. When any changes are complete, click **save** to save the changes.

Closing media

In some situations it is necessary to close all media associated with an archive volume at a specific point in time. To support this requirement the Archive Appliance provides a **close media** button at the bottom of the "Archive" tab.

Note: Media should only be closed when the archive is not active. As the close media process will force the archive into read-only mode for the duration of the close media process, any active write operations will be terminated. Furthermore, for the closing action to complete quickly it requires the maximum number of UDO drives.

The close media process is made up of five steps:

1. Make archive read-only
2. Check that all files on the RAID have been migrated and that the correct number of copies exist for each file
3. Close all open media
4. Make the archive writable again
5. Backup the new media state

Step 1: Once the close media button has been pressed, the system will immediately make the archive read-only. This is to ensure that only files that already exist on the RAID cache at the time of the close media action will be saved to any open media.

Step 2: Check that all files for the archive volume in question have the correct number of copies. If an archive has two media pools then each file must exist on two pieces of media.

Step 3: Once all the files have been written to UDO, any open media are closed.

Step 4: Once all media have been closed the archive volume is reverted to writable.

Step 5: The backup is started to ensure that all media status information is protected, so that all closed media can be removed from the library if required.

*Note: The media close process can be cancelled during step 1, 2 and 3 pressing the **cancel close media** button. However, once a piece of media has been closed it cannot be reverted.*

The close media process may take some time to complete during which time the archive is not writable. Also the process will continue after a appliance restart until all media are closed.

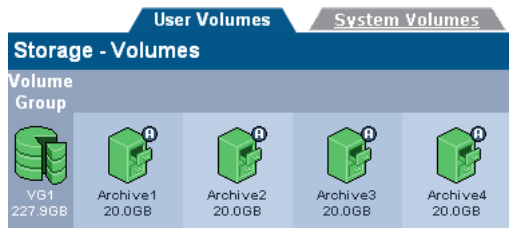
Note: If the close media process fails for any reason the archive remains read-only to avoid unwanted files to be written to the media set. Select 'cancel' close media' to cancel the closing process and make the archive writable.

Removing a Volume

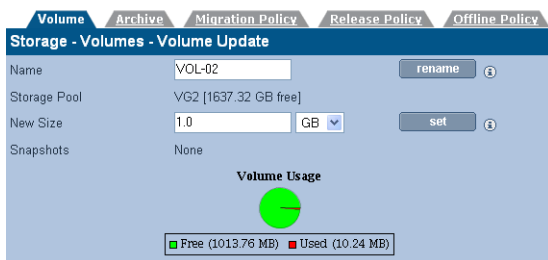
Note: An archive volume cannot be removed if there are active migration jobs or online media associated with it.

To remove a volume:

1. Offline all media associated with the volume.
2. From the menu bar, select **Storage - Volumes**.



3. Click on the volume that is to be removed.
The **Storage - Volumes - Volume Update** page opens:



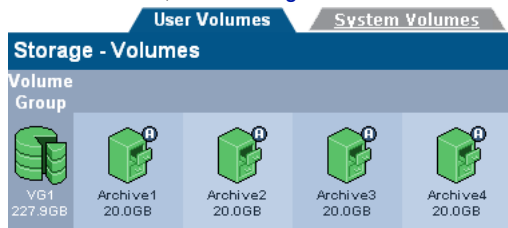
4. Click **remove**. The system will offer a prompt to confirm deletion of the volume.
5. Click **remove** again to confirm or click **cancel** to cancel.

Volume quotas

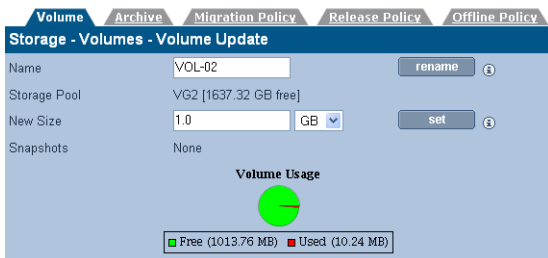
Users can be allocated a specific amount of a volume which they can use. This amount is called their quota.

Defining a user's quota

1. From the menu bar, select **Storage - Volumes**:



2. Click on the volume to change the quota of.
The **Storage - Volumes - Volume Update** page opens:



3. Click **quota**.

The **Storage - Volumes - Volume Update - Quota** page opens:



4. Click **add**.

The **Storage - Volumes - Volume Update - Quota - Add** page opens:

Storage - Volumes - Volume Update - Quota - Add

Volume

Username

Soft Limit MB

Hard Limit MB

Volume Usage



☐ Free (1013.76 MB) ☐ Used (10.24 MB)

5. Click to select a user:

Owner Browse

[Total 2 Entries] Page 1 of 1

Domain Name	Name
Local	admin
Local	User-01

Click the name of the user to allocate the quota to and return to the **Storage - Volumes - Volume Update - Quota - Add** page. For that user, enter:

- **Soft Limit** - to restrict the users quota; however, if a file is written which exceeds the soft limit, the file will still be written, as long as the hard limit is not exceeded
- **Hard Limit** - The total amount of disk space allocated to the specified user. The user cannot exceed this limit.

6. Click .

The **Storage - Volumes - Volume Update - Quota** page opens, displaying the user's new quota:

Storage - Volumes - Volume Update - Quota

Volumes VOL-02 [Total 1 Entries] Page 1 of 1

Username	UID	Soft Limit	Hard Limit	Used
 User-01	509	1.0 GB	2.0 GB	0 Bytes

Media

The **Storage - Media (Online)** page displays:

Online	Offline	Search
Storage - Media (Online)		
Slot Usage		Host
Spare		1
Open		8
Closed		49
Backup		2
Total slots		60
refresh cancel		

- **Slot Usage** will always display Spare, Open, Closed and Backup media, as well as the Total Slots count. Other options will be displayed if there is an error. Slot Usage may be one of:
 - **Needs Scan** - Media which has been added to the Appliance but has not yet been scanned.
 - **Scanning** - Media which is in the process of being scanned.
 - **Scan failed** - Media that cannot be scanned by the appliance.
 - **Spare** - Unused and available pieces of media in the spare pool (i.e. not assigned to any archive).
 - **Open** - Media assigned to an archive and with data still being written to it.
 - **Closed** - Full media. Closed media can be taken offline once the required period of time has elapsed (to ensure it is included in a backup).
 - **Backup** - The number of pieces of backup media in the system. Alliance recommends that two pieces of backup media are kept in the Appliance at all times.
 - **Suspected Dirty** - Media with errors that are suspected of being dirty by the system. Media suspected as dirty should be cleaned.
 - **Has Errors** - If the Appliance scans the media and encounters a volume that was unexpected (i.e. media has been manually moved from it's original slot within the Appliance or media from another Appliance is introduced into the library) the media will have the **Has Errors**.

- **Needs recovery** - Media is in this state prior to being resynchronized during a system recovery.
- **Failed to initialize** - Media in the Appliance that have failed to initialize. Media in this state does not contain any useful file information and can be safely removed from the Appliance using the keypad interface.
- **Failed to unlock** - Media in the Appliance which are protected by UDO Guard and cannot be unlocked.
- **Unreadable barcode** - Media barcode could not be read due to missing/damaged barcode or barcode reader is faulty/misaligned.
- **Initializing** - Media is being assigned from the spare pool to a partition pool.
- **Read-only** - A write error has been detected on RW backup media. Media can only be used for recovery and should be replaced.
- **In wrong library** - If media has been added to the wrong library when the system is in a "Pool-per-library" configuration mode.
- **Total slots** - The total number of storage slots available in the library.

By clicking the category hyperlinks on the summary page, a detailed inventory page for that type of online media is displayed:

Storage - Media List (Online) - Open					
Barcode	Archive	Pool	Location	Usage (%)	Status
A00PC63	Archive1	Primary	31	0	Free
A00W784	Archive2	Primary	57	0	Free
A00WV13	Archive2	Primary	54	5	Open
A00WV17	Archive2	Secondary1	53	0	Free
A00WV38	Archive2	Primary	50 (UD03)	7	Open
AAAH289	Archive1	Primary	24 (UD01)	1	Open
AAAH566	Archive2	Secondary1	58 (UD04)	4	Open
AAHE547	Archive2	Secondary1	51	4	Open

Media 1 - 8 of 8 show media: **all media** ▼

Not all the fields listed below are relevant to all media types and therefore may not be displayed on all online media inventory pages:

- **Barcode** - The media barcode
- **Library** - Indicates if the media resides in the host or the overflow library
- **Pool** - The media pool that the media belongs to
- **Archive** - The Archive which the media is assigned to

- **Location** - The slot or drive number where the media is currently located
- **Usage (%)** - The percentage of storage space used on the media
- **Status** - Current status of the media:
 - **Free** - Media is assigned to an Archive but is not being used for migration
 - **Good** - Backup media which is not in use and has no errors.
 - **Needs Scan** - Media has been inserted into the appliance but has yet to be scanned.
 - **Scanning** - Media is currently being read after being inserted into the appliance.
 - **Scan Failed** - Media cannot be scanned by the Appliance.
 - **Uninitialized** - Media has not yet been initialized or assigned to a spare media pool
 - **Open** - Media is open for writing
 - **Full** - All storage space on the media is used
 - **In use** - Media is currently being used for a migration or recall operation
 - **Read-only** - Media has suffered a read/write failure in two or more drives
 - **Not available** - Media identity cannot be verified
 - **Dirty** - media requires cleaning
 - **Recovery** - Media is marked recovery prior to being resynchronized during a system recovery
 - **Unknown** - Media has not yet been scanned and identified by the Appliance (usually following insertion)
 - **Duplicated** - Media bears a duplicate barcode sticker to another media in the Appliance's inventory.

Offline Media

The **Storage - Media (Offline)** page allows the tracking of media which has been offlined by the system, displaying:

Online

Offline

Search

Storage - Media List (Offline)

Barcode ▾	Archive	Pool	Date Ejected
A00DP34	Archive2	Secondary1	2009/11/06 14:26:42
A00MG82	none	Backup	2009/10/05 15:29:40
A00N589	Archive2	Primary	2009/11/06 14:27:06
A00OJ20	Archive2	Primary	2009/11/06 14:27:30
A00UY85	Archive2	Secondary1	2009/11/06 14:27:53
A00WT23	none	Backup	2009/10/05 15:30:03
AAAH534	none	Backup	2009/10/05 15:30:30

Media 1 - 7 of 7

refresh

cancel

- **Barcode** - The barcode of the offline media.
- **Archive** - The Archive which the media is assigned to.
- **Pool** - The media pool that the media belongs to.
- **Date ejected** - The time and date the media was ejected by the system.
- **Open** - Media's open/closed status. When ticked, this indicates open offline media.

Search Media

The **Storage - Media (Search)** page provide a search interface for locating media using media attributes. Broadly speaking, media can be located using media status information or media content.

The screenshot shows the 'Storage - Media (Search)' interface. It features three tabs: 'Online', 'Offline', and 'Search'. The 'Search' tab is selected. Below the tabs, there's a 'Media attributes' section with several filters. 'Media Location' has three radio buttons: 'All Media' (selected), 'Online', and 'Offline'. 'Media Status' has seven radio buttons: 'All Media' (selected), 'Spare', 'Requires Attention', 'Open', 'Backup', 'Selected for Offline', 'Close', and 'Needs Scan'. There is an 'Archive' dropdown menu. 'Date Opened' and 'Date Closed' have date range pickers. 'Barcode' has a text input. Below this is a 'Media contents' section with a radio button for 'Containing Files From' and a text input with a 'browse' button. At the bottom are 'reset', 'search', and 'cancel' buttons.

Media Attributes - criteria associated with media

- **Media Location**
 - **All Media** - media inside (online) and outside (offline) the library.
 - **Offline** - media that have been taken out of the library.
 - **Online** - media that is still in the library.
- **Media status**
 - **All Media** - do not filter on status.
 - **Spare** - unformatted media not assigned to any media pool.
 - **Requires attention** - something is wrong with this media e.g. media is dirty and needs to be cleaned.
 - **Open** - has files migrated to them.
 - **Backup** - Re-writable backup media.
 - **Selected for offline** - this will show media selected for offline, but have not been removed from the library yet.
 - **Closed** - media that has been filled and can no longer be written to.

- **Needs scan** - Media that has not been successfully scanned. Media can always be scanned.
- **Archive** - in the case of multiple archives the media specific to a given archive can be searched.
- **Date opened** -
 - **From date** - start date of open media date range. Empty from date will mean the "beginning of time".
 - **To date** - end date of open media date range. Empty to date means "today".
- **Date closed**
 - **From date** - start date of close media date range. Empty "from date" will mean the "beginning of time"
 - **To date** - end date of close media date range. Empty "to date" means "today"
- **Barcode** - enter barcode or wildcard expression of the required barcoded media. For example, "*a*" will locate all media which have the letter 'a' in the barcode.

Containing files from - Search for media containing files which are located below the specified folder.

- **Browse** - this button allows existing (i.e. not deleted) file/folder to be located.

All search criteria can be cleared by clicking the  button.

Once the criteria has been specified, the search can be started by clicking the  button.

Storage - Media List (Online/Offline) - Open					
Barcode	Archive	Pool	Location	Usage (%)	Status
A00PC63	Archive1	Primary	31	0	Free
A00W764	Archive2	Primary	57	0	Free
A00WV13	Archive2	Primary	54	5	Open
A00WV17	Archive2	Secondary1	53	0	Free
A00WV36	Archive2	Primary	50 (UD03)	7	Open
AAAH280	Archive1	Primary	24 (UD01)	1	Open
AAAH566	Archive2	Secondary1	58 (UD04)	4	Open
AAHE547	Archive2	Secondary1	51	4	Open
Media 1 - 8 of 8				show media: all media	
refresh		back			

The "show media" drop down control subsets the search result list into available media that the actions can be applied to. When selecting the

actions only the media are listed which apply to the action. The following actions are available:

- **to close** - show media that are currently open and are available to be closed.
- **to scan** - show all media that can be rescanned.
- **to select for offline** - show all media that are candidates for offline.
- **to deselect for offline** - show all media that have been selected for offline.

Once one of the above actions has been picked, the relevant media are then available for selection.

Storage - Media List (Online/Offline) - Open						
	Barcode	Archive	Pool	Location	Usage (%)	Status
☒	A00WV12	Archive2	Primary	54	5	Open
☒	A00WV38	Archive2	Primary	50 (UD03)	7	Open
☐	AAAH280	Archive1	Primary	24 (UD01)	1	Open
☐	AAAH566	Archive2	Secondary1	58 (UD04)	4	Open
☐	AAAE547	Archive2	Secondary1	51	4	Open
Media 1 - 5 of 5					show media: to close	
close refresh back						

In the example above media available for closing are displayed and the first two media have been selected for closing (indicated by the checkbox).

Note: Media selected for offline can be removed through the keypad interface (see [Offlining open media using the Keypad interface on page 187](#).)

Note: Media cannot be offlined if a system backup has not been successfully complete since it was closed. This is to ensure that system recovery from backup includes all the correct media information and does not miss offline media.

Storage - Media Details

Barcode labels are linked to the Media details page.

Storage - Media Details			
Media Details			
Barcode	A00H586	Archive	Archive1
Location	Online	Pool Name	Primary
Date Opened	2009/09/25	Date Closed	2009/09/25
Usage	100%	Status	Closed
Files On The Media			
To create a list of files from the media index please click 'create list'.			
		create list	
		back	

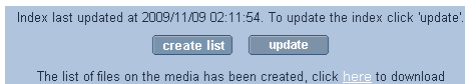
Media details are available for open and closed media but not for backup or spare media. The details provided are:

- **Barcode** - The barcode of the media shared by A and B side.
- **Archive** - The Archive which the media is assigned to.
- **Location** - Online/Offline
- **Pool** - The media pool that the media belongs to.
- **Date Opened** - The date the media was initialised into the pool.
- **Date Closed** - The date the media was closed.
- **Usage** - Percentage of storage on media used by file or meta data.
- **Status** - Media's open/closed status.

Note: It may be to have a percent utilisation greater than zero without any data files appearing on the media. This would be due to meta data migration e.g. file rename, ACL changes and file delete events being archived without any file data.

The media detail page also provides the interface for extracting a file inventory for a that media (side A and B). By pressing [create list](#) the media inventory list will be generated and prepared for

download. Once the media list is available for download a hyperlink will appear:



When selecting the hyperlink the .csv (Comma Separated Value) file will be automatically downloaded. This file can be loaded into any spreadsheet application for further analysis.

The inventory details are updated every night and do not need to be updated for closed media as the content no longer changes. However, the media contents may change for open media since the last update was performed. Note that the last update time is shown above the **update** button. If the inventory is believed to be out of date, press this button and the inventory will be regenerated as a background task, otherwise press the “create list” to generate the CSV file.

Note: .Only one list can be created at any given time. Attempts to create lists concurrently will simply be blocked until the previous “create list” operation has been completed.

A sample media inventory file is shown below.:

board		Font		Alignment		Number	
A1		File Path					
A		B	C	D	E	F	
File Path	File ID	File Size	Migration ID	Migration Time	Status		
default/New OpenDocument Text.odt	5034659	7334	322014007552	10/11/2009 15:33	complete		
default/New Text Document.txt	5034660	0	322014168064	10/11/2009 15:44	complete		

Media Request

The **Storage - Media Requests** page displays any outstanding data access request(s) for offline media, as follows:

Storage - Media Requests					
		Archive	Pool	Media Barcodes	Last Requested
1	Preferred:	06102538	Primary	AAAAG08	Thu Oct 26 11:07:53 BST 2006
	Alternative:	06102538	Secondary1	AAAAU05	
2	Preferred:	06102538	Primary	AAAAG08	Thu Oct 26 11:07:53 BST 2006

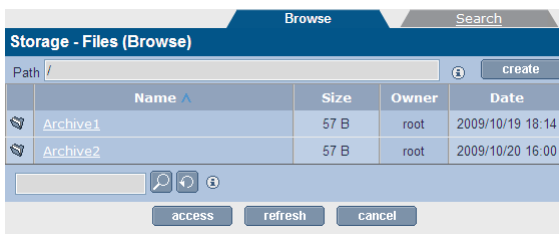
- **Preferred** and/or **Alternative** - indicates the preferred copy to be returned and if that is not available, an alternative copy.
- **Archive** - The archive the media is part of
- **Pool** - The pool (within the archive) which the media is part of
- **Media Barcode** - The barcode of the offline media which has been requested
- **Last Requested** - The time and date the media was requested for a recall by the system

Files

The **Storage - Files** page enables searching or browsing through the archive directory structure and view all file/folder details.

Browsing files

1. From the menu bar, select **Storage - Files**.



2. Enter a search string in the text box and click . Partial string match are valid and will be matched. For example, when entering the search string "15" a valid match would be "minutes-version15.doc"

Note: This function only searches the currently visible folder.

3. Click to clear the content of the text box.
Alternatively, manually browse the directory tree for a file.

Navigate the RAID cache file system by clicking the folders on the browse tab or entering the required path into the "Path" edit control.

Folders can be created from the interface by entering the desired path and folder name and selecting the **create** button.

Displaying file/folder details

Files and folders are file system objects which have descriptive information associated with them. Some information are generic file/folder information but there are also archive specific information available.

General

Meta information relating to file migration status and history are available in the General tab:

General		Access		Attributes		Filter Mask	
Storage - Files (Search) - File Details (General)							
File Details							
Name:	ASTI logo.bmp						
Path:	/Archive1/default/MANUALS/product						
File status:	Online			Size:	134.5KB		
Archive :	Archive1			Modification date:	2009/09/14 11:50		
Generations:	2			Last migration type:	meta-data		
Generation Details							
Number	Copy	Barcode	Side	Type	Migration Date	Migration ID	
2	1/1	AAAH282	A	meta-data	2009/10/02 11:34	321146797824	
1	1/1	AAAH282	A	data	2009/09/29 15:47	321084328960	
Display: all generation types							

File Details

File details represent all the file information relevant to the archiving status of the file.

- **File status** - Access status of file: Online/Offline/Nearline/Dirty/Excluded status.
 - **Online** - File is on the RAID given fast read performance
 - **Offline** - Media of file has been removed from library
 - **Nearline** - File is not on RAID but is located on media which is still in the library
 - **Dirty** - File has not been migrated yet
 - **Excluded** - File or parent folder has been explicitly excluded via migration exclusion list.
- **Archive Name** - Name of archive this file/folder is stored in.
- **Generations** - Number of modifications. The first generation is the initial file create. A generation by not always be a file content change but could be a meta-data modification (e.g. rename).
- **Size** - Size of the data
- **Modification Date** - Last time this file was modified.
- **Last Migration Type** - Last migration type: *metadata* or *data*. Metadata changes include file rename and ACL changes.

Generation Details

Each file system modification migrated to UDO is recorded in the Generation details table.

- **Generation Details** - Migration detail table which is ordered by migration number. The most recent migration is shown first with the highest generation number.
 - **Number** - Sequence number of this migration event. Number "1" is the first migration event.
 - **Copy** - Copy identifier. "1/1" is copy one of a total of one copy while "1/2" is the first copy of a total of two copies.
 - **Barcode** - The barcode label of the media which contains this copy of the file.
 - **Side** - The media side which contains this copy of the file
 - **Type** - *Metadata* or *Data*. Metadata changes include file rename and ACL changes.
 - **Migration Date** - The date this change was migrated to UDO media.
 - **Migration ID** - The migration ID identifies the migration job which wrote the file to UDO. Migration IDs are useful for auditing the the archive process.

Setting or modifying an ACL

Clicking on a file or folder will open the **Storage - Files - Access** page. From there the access privileges, known as Access Control Lists or ACLs, Groups and Users can be changed.

To change a Group's or User's access privileges (set or modify the group's or user's ACLs):

1. From the menu bar, select **Storage - Files**.

Storage - Files (Browse)

Path create

	Name ^	Size	Owner	Date
	..			
	SPECIALS	92 B	Barry	2009/10/27 12:06
	testsuite9	149 B	Barry	2009/11/06 11:56
	testsuite10	4096 B	Barry	2009/11/06 12:09
	rename_tester New	68 B	Barry	2009/11/06 14:51
	test.odt	7.2 KB	Barry	2009/10/24 00:21
	ethtool-6-1.fc9.i386...	64.7 KB	Barry	2009/11/04 18:27
	initscripts-7.93.25....	1.3 MB	Barry	2009/11/05 15:29
	test.docx	0 B	Barry	2009/11/06 14:50

access refresh cancel

2. Search or browse to a folder or file.

Click on access.

The **Storage - File - Access** page opens.

Storage - Browse - Access (Access)

Location browse

Owner browse

Group browse

ACL [Total 4 Entries] Page 1 of 1

Name	Read	Write
sam (Owner)	☒	☒
PDL (Group)	☒	☐
Everyone	☐	☐
yuci	☒	☒

add save back

From this page:

- View the current **Location**.

Click browse to browse to another directory

- View the folders's **Owner** and **Owner Group**.
Click **browse** to browse for another owner or owner group
 - Set or view **ACL** - This section lists the users and groups who have access to the directory and their access privileges.
3. Click **add** to add more users or groups.

File/Folder Attributes

The file folder attributes include: full path, owner and owner group of file system object, option of allow/disallow propagation of ACLs from parent folder and DOS file system attributes.

1. Click the **Attributes** tab

From this tab:

- **Allow propagation of inheritable ACL changes (from ancestor)** - This can be used to pass access privileges from the current directory to its sub-directories. In this way, a single ACL can be placed high up in the directory tree to control access
- The **DOS Attributes** for the directory can also be set.
2. Click the **Reset** tab (applicable for folders only).

The access permissions of sub-directories may be set to the same as the current directory from this tab.

- **Reset and apply all ACLs to all sub-folders and files** - This option will reset and then apply the current folder's access properties to all sub-folders and files
- **Propagate inheritable ACLs only to all sub-folders and files** - This option will apply the current folder's access properties, which are marked as Propagate Inheritable, to all sub-folders and files. It will NOT reset existing ACLs.

Note: On systems with large numbers of files, this operation may take an extended period of time to complete.

When the ACLs have been satisfactorily set, click  to save the changes.

Searching files

At present the only criteria for searching files is the deleted status. However, in the future enhancements are planned to search the File System Catalog (FSC) using other attributes.

A selected archive can be searched to produce a downloadable file containing all deleted files. Once the search button has been clicked a progress bar will appear to indicated the status of the search. The user may want to return to the interface as a later date to download the result, as the search may take some time. The duration of the search will depend on the number of files in the File System Catalog (FSC).



Once the search has completed the search results file is available for download.

Browse

Search

Storage - Files (Search)

Deleted Files For:

The list of deleted files for Archive1 has been created, click [here](#) to download

search

cancel

Chapter 6

Data Protection menu

Data Protection

Note: Data protection in this context refers to the protection of Archive Appliance system and configuration data. It does not refer to the protection of user data files.

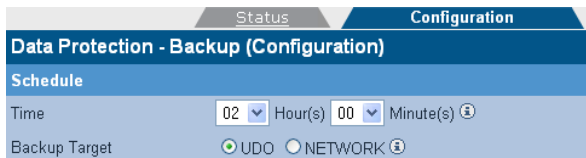
Backup

System and configuration data may be backed up either to RW UDO media stored in the Appliance, or across the network to a remote location.

Backups significantly increase the speed of a data recovery in the event that the system fails. Even without a backup the data can still be recovered but will take significantly longer.

Creating a Backup schedule

1. From the menu bar, select **Data Protection - Backup**.
2. The **Data Protection - Backup (Status)** page is displayed.
3. Click the **Configuration** tab. The **Data Protection - Backup (Configuration)** page is displayed:



4. Select a time using the drop-down boxes. The backup will take place at this time every day.
5. To back up to RW UDO Media, click the **UDO** radio button and ensure that a piece of RW UDO Media is loaded into the Appliance as backup media - see [Adding Backup UDO media via the mailslot](#) - page 169.
6. To back up across the network, click the **NETWORK** radio button.
7. The Appliance is capable of backing up across either CIFS, NFS or FTP. Select the radio button appropriate to the protocol that is to be used.

Network Backup using CIFS

Click the CIFS radio button if the remote location is a Windows Share or a network device configured to appear as a Windows Share (e.g. a Linux server using Samba). The CIFS configuration page appears:

The screenshot shows the 'Data Protection - Backup (Configuration)' window with the 'Configuration' tab selected. The 'Schedule' section is visible at the top. The 'Backup Target' is set to 'NETWORK'. The 'Network Protocol' is set to 'CIFS'. The 'Host' field contains 'backup.plasmon.net'. The 'Share' field contains 'aa_backup'. The 'Backup Directory' field contains '/hr_backup'. The 'User Name' field contains 'administrator'. The 'Password' field is masked with asterisks. A 'connect' button is located at the bottom right of the configuration area.

1. Enter the IP address or hostname of the remote backup location in the **Host** field. This must be a location which is accessible to the Appliance across the network, and which has been configured to accept the connection (such as setting up a share, creating a user for the Appliance to connect as, and configuring the correct permissions).
The hostname may be the Fully Qualified Domain Name, or simply the hostname if the remote host is in the same Domain as the Appliance.
2. Enter the name of the **Share** to which the backup is to be written.
3. Supply the **Backup Directory** within the Share. When using multiple Appliances, each Appliance should be assigned a dedicated backup directory to ensure that backup files from one Appliance are not overwritten by the backup files of another.
4. Provide a **User Name** with Read, Write, Delete and Rename permissions. This should be a user local to the server hosting the share, not to the Appliance.

Note: Usernames should be entered in the format <domain-name>/<username> e.g. UK/psogani

5. Enter that user's **Password**.

- Click the **connect** button to test the connection to the remote network location and ensure the supplied details are correct.

*Note: Clicking the **connect** button does not establish a permanent connection to the remote backup location.*

- Click **save**.

Network Backup using NFS

Click the NFS radio button if the remote location is an NFS share, such as a Novell server. The NFS configuration page appears:

The screenshot shows the 'Data Protection - Backup (Configuration)' window with the 'Configuration' tab selected. Under the 'Schedule' section, the following settings are visible:

- Time:** 02 Hour(s) 00 Minute(s)
- Backup Target:** ☐ UDO ☒ NETWORK
- Network Protocol:** ☐ CIFS ☒ NFS
- Host:** backup.plasmon.net
- Backup Directory:** /hr_backup

A 'connect' button is located at the bottom right of the configuration area.

- Enter the IP address or hostname of the remote backup location in the **Host** field. This must be a location which is accessible to the Appliance across the network, and which has been configured to accept the connection (such as setting up a share, creating a user for the Appliance to connect as, and configuring Read, Write, Delete and Rename permissions).

*Note: Ensure that the **no_root_squash** attribute is set on the NFS server.*

- Supply the path to the **Backup Directory**. When using multiple Appliances, each Appliance should be assigned a dedicated backup directory to ensure that backup files from one Appliance are not overwritten by the backup files of another.
- Click the **connect** button to ensure the supplied details are correct.
- Click **save**.

Monitor the backups

- From the menu bar, select **Data Protection - Backup**:

Status	Configuration
Data Protection - Backup (Status)	
Current Status	
System is backed up.	
Last Successful Backup	
Started	2008/05/06 02:01:02
Completed	2008/05/06 02:03:52
Backup Target	UDO
Barcode	AAAAAT10
Backup Method	Incremental
Next Scheduled Backup	
Start Date and Time	2008/05/08 02:01:00
Backup Target	UDO
Number of Backup Media Available	0

- The following information is displayed:
 - Current Status** - The backup status of the Appliance. If there is an error preventing backup, it will be presented here.
 - Last Successful Backup** - The time and date that the last successful backup started and completed, along with the target (UDO or Network) and information relevant to the target (Barcode for UDO media, remote target for Network backups).
 - Next Scheduled Backup** - The date, time and target for the next scheduled backup. This section also displays the number of backup media available.

Note: The number of backup media is not displayed if Network Backup is configured.

Perform an unscheduled backup

- From the menu bar, select **Data Protection - Backup**.
- Click **start**. A backup will begin immediately.

Recovery

The **Data Protection - Recovery** page allows various parts of the system configuration to be recovered.

Warning: Recovery should only be started under the advice of Alliance Technical Support.

On a clean system with no archives, the Appliance offers the following options:

- **Full system from backup.**
- **Full system from media.**

If the system already has archives, the Appliance offers these options:

- **Full system from backup**
- **Single Archive FSC (File System Catalog) only**
- **Single Archive FS (File System) only**
- **RMDB (Resource Manager Database) only.**

In general, use the single archive options first if the problem is local to a specific archive. This will be quicker than a full recovery.

The different recovery processes are described in detail below.

Full system from backup

Warning: This option will delete UNMIGRATED data and leave all files in the offline state. Check for unmigrated data in the Storage - Volumes page for each archive - see [Viewing and editing volume properties](#) on page 73

This option recovers the entire system (file systems and system databases/settings) from a backup.

Important: Don't use this option if it is known or suspected that the problem is with one particular archive or the RMDB.

The steps that the system performs are:

- Restore databases and system settings from the backup
- Resync the FSC database to reflect changes on media since the backup was made

- Delete existing file systems then rebuild them using the resynchronised FSC. Note: this deletes unmigrated data and leaves all files on each file system in the offline state.

Full system from media

Warning: Depending on the quantity of data written to the system, a full system recovery from media may take many hours to complete, this recovery method should only be used when all other recovery options have been exhausted.

This option recovers the migrated system data from media. The Appliance will prompt at the start of the recovery process for the insertion of any offline media.

As every disk in the system (including offline disks) are scanned separately, a recovery from media can take an extended period of time to complete.

Note: This recovery option renames the archives found on media to "Archive1", "Archive2", etc. and these names cannot be changed. Recovered shares can be renamed.

In addition, following a recovery from media it is necessary to reconfigure the list of local users on the Appliance. (see [page 39](#)).

To ensure users access rights are applied correctly to the recovered files, it is essential that the users are configured with the same User ID (UID) numbers as were configured prior to recovery.

The time, date and base network settings will also require configuration following a complete system recovery.

Single Archive FSC only

Recover a single archive's File System Catalogue (FSC) only, without affecting the archive's file system. To achieve this, the Appliance performs the following steps:

- Restore archive's FSC from backup or media
- If restored from backup, resync the archive's FSC database to reflect changes on media since the backup was made

Important: Only use this if certain that a particular archive's FSC is corrupt but it's file system is intact. Contact Alliance Technical Support for further information on how to check an archive's FSC.

Single Archive FS only

Recover a single archive's File System (FS) only.

Warning: This option will remove unmigrated data from the archive selected and leave all files in the offline state.

Important: Only use this if an Archive's file system is corrupt, but it's FSC is intact. Contact Alliance Technical Support for further information on how to check an archive's FSC.

RMDB only

Recover only the Resource Manager Database (RMDB).

Important: Only use this if it is known that the RMDB alone is corrupt. Contact Alliance Technical Support for further information on how to check the RMDB.

Replication

The **Data Protection - Replication** page enables configuration of replication services between two Appliances, via TCP/IP.

Before beginning, ensure that available volumes are present on both the source and target Appliances. Alliance recommends that the source and target volumes are the same size.

For information on creating volumes, see [Creating an archive](#) on page 62.

Ensure that the target Appliance has a user with Replication rights. See [Adding a User](#) on page 40.

Note: The Access Control List of a file is not copied during replication.

Note: Files that are moved or deleted on the source volume after replication has occurred are not moved on or deleted from the target volume. Thus it is possible to utilise more space on the Passive volume than is in use on the Active volume.

Important: The maximum supported file size for replication is 2GB.

Configuring Replication

Replication is unidirectional, from the source volume to the target volume. An Appliance may have multiple source and / or target volumes, each volume being one half of a replication pair.

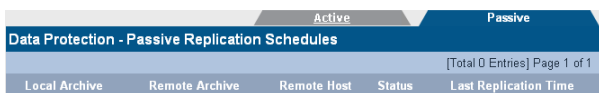
Important: It is necessary to configure the replication target (Passive) volume before attempting to configure the source (Active) volume.

All replication work is controlled by replication schedules. A schedule may be Active or Passive. The Active schedule connects with and transmits data across to the Passive (target) volume. A Passive schedule validates incoming Active connections and routes the data to the correct volume.

The Active schedule resides on the Appliance that holds the source volume, and the Passive schedule resides on the Appliance containing the target volume.

Creating the Passive schedule

1. On the target Appliance, open the **Data Protection - Replication** page and click on the **Passive** tab:



2. Click **add** to open the **Data Protection - Passive Replication Schedules - Add** page:



3. Select the target volume from the drop-down list and click **browse**:

Owner Browse

[Total 4 Entries] Page 1 of 1

Domain Name	Name
Local	admin
Local	ravi
Local	u1
Local	u2

4. Click the user that is to be the owner of this replication volume.

Data Protection - Passive Replication Schedules - Add

Archive

Owner ⓘ

5. Click **create**.
6. A warning may be displayed that the volume contains data. Click **create** again to confirm only if absolutely certain that the volume is available for use, as any existing data may be overwritten.
7. A link to the **System - Services** page is displayed. Follow it to **start** the Replication service if it is currently stopped.

Note: All shares on a Passive Archive are read-only.

Creating the Active schedule

1. On the source Appliance, open the **Data Protection - Replication** page. The **Active** tab is displayed by default.

Active						Passive
Data Protection - Replication List						
				[Total 0 Entries] Page 1 of 1		
Local Archive	Remote Archive	Remote Host	Enabled	Last Job	Logs	

2. Click **add**. The **Data Replication - Active Replication Schedules - Add** page is displayed:

Data Protection - Active Replication Schedules - Add

Archive Archive1

Passive System Options

Passive Host ⓘ

User Name ⓘ

Password ⓘ

Passive Archive ⓘ

Daily Schedule

Start Time 2 : 00

3. Select the source volume from the **Archive** drop-down box.
4. Enter the IP address or the Hostname of the target Appliance in the **Passive Host** field.
5. Enter the user name and password for the replication selected in Step 4 on [page 109](#).
6. Click **connect**.
7. Select the **Passive Archive** from the drop-down box.
8. Set a **Start Time** using the drop-down boxes.
9. Click **add**.
10. Go to the **System - Services** page and **enable** the Replication service.

Editing Replication Details

1. On the source Appliance, open the **Data Protection - Replication** page.
2. Click on the Active Replication schedule to be edited:

Data Protection - Active Replication Schedule - Update	
Archive	Archive1
Passive System Options	
Passive Host	10.4.2.172
Passive Archive	Archive1
User Name	admin
Password	*****
Daily Schedule	
Start Time	2 : 00

3. Edit details as required.

Note: Passive Archive and User Name cannot be changed.

4. Click **save**.

Changing the Passive Replication Schedule Owner

Note: Changing the Passive Replication schedule owner involves deleting and reconfiguring both the Active and Passive replication schedules, specifying a new owner and changing the ACL's of all the previously replicated files on the target Archive. This can generate a significant amount of file metadata on certain systems containing large numbers of files. Ensure that it is absolutely necessary to change the owner before proceeding.

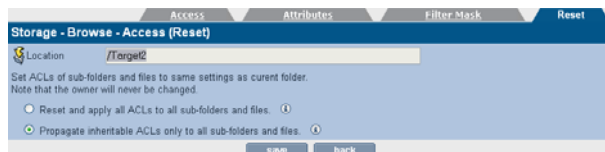
1. On the target Appliance, open the **Data Protection - Replication** page.
2. Click on the Passive tab and select the Passive Replication Schedule to be changed by clicking on the name of the target archive:

Data Protection - Active Replication Schedules					
Local Archive		Remote Archive	Remote Host	Last Job	Logs
Source	>>>>	Target1	rabbit	Finished	View
source1	>>>>	Target2	10.4.2.107	Finished	View
add cancel					

3. Click **Delete**. At the system's request, click **Delete** a second time to confirm deletion of the Passive Replication Schedule.
4. Recreate the Passive replication schedule as described on [page 108](#) specifying the new user to be assigned as the Schedule owner.
5. Open the **Storage - Browse** page and click the name of the replication target archive.
6. Click **Access**.

Storage - Browse - Access (Access)			
Location	/Target2		
Owner	admin	browse	
Group	replication	browse	
ACL			
Name	Read	Write	Make Inheritable
admin (Owner)	☒	☒	☐
replication (Group)	☐	☐	☐
Everyone	☐	☐	☐
show back add			

7. Click **Add** and select the user that has been assigned as the new Replication Schedule Owner.
8. Ensure that the user has **Read** and **Write Access** allowed.
9. Ensure that the **Make Inheritable** box is checked for all the users on the ACL, including the root user and group.
10. Click the **Reset** tab.



11. Select the **Propagate inheritable ACLs only to all sub-folders and files** radio button and click **Save**. At the prompt, click **Save** a second time to confirm the ACL change for all directories and files in the volume.

Note: This action can generate a significant amount of file meta-data on certain systems containing large numbers of files.

12. On the source Appliance, open the **Data Protection - Replication** page.

Active					Passive
Data Protection - Active Replication Schedules					
Local Archive		Remote Archive	Remote Host	Last Job	Logs
Source	▶▶▶	Target1	rabbit	Finished	View
source1	▶▶▶	Target2	10.4.2.167	Finished	View
		add	cancel		

13. Select the Active Replication Schedule that corresponds to the Passive Replication Schedule changed above by clicking on the name of the source archive.
14. Click **delete**. At the system's request, click **delete** a second time to confirm deletion of the Active Replication Schedule.
15. Recreate the Active Replication Schedule as described on [page 110](#). Ensure that the newly configured Passive Schedule owner is entered in the **User** field.

Deleting an Active Replication Schedule

1. On the source Appliance, open the **Data Protection - Replication** page.
2. Click on the name of the **Local Archive** to be edited.
3. Click **delete**. A message is displayed warning that the schedule is about to be deleted.
4. Click **delete** again to confirm deletion.

Deleting a Passive Replication Schedule

1. On the target Appliance, open the **Data Protection - Replication** page.
2. Select the **Passive** tab.
3. Click on the name of the replication schedule to be edited.
4. Click **delete**. A message is displayed warning that the schedule is about to be deleted.
5. Click **delete** again to confirm deletion.

Note: Deleting a replication schedule does not delete the archive. For further information on deleting archives, see [Removing a Volume](#) on page 79.

Note: If a passive replication schedule is accidentally deleted or requires reconfiguration following a system recovery, see [Recovering the passive replication schedule](#) on page 114.

Recovering the passive replication schedule

In the event that the passive replication schedule is accidentally deleted or requires reconfiguration following a system recovery, it is essential that the user with the same user ID (UID) as was previously configured is set as the replication schedule owner.

If a different user is to be specified as the Passive Replication Schedule owner, follow the procedure for changing the owner described on [page 112](#).

Viewing Replication logs

All active replication schedules automatically log their activity. The log can be viewed at any time.

1. On the source Appliance, open the **Data Protection - Replication** page.
2. In the **Logs** column of the schedule to be examined, click **View**. The **Data Protection - Replication Logs** page is displayed, showing the history of the replication schedule:

Active		Passive		
Data Protection - Replication Logs				
Archive Name		Target		
Start Time	Finish Time	Data Transferred	Status	Log
Mon Oct 8 08:30:01 2007	Mon Oct 8 08:30:06 2007	178433	Finished	View
Sun Oct 7 08:30:01 2007	Sun Oct 7 08:30:11 2007	178433	Finished	View
Sat Oct 6 08:30:01 2007	Sat Oct 6 08:51:58 2007	134690180	Finished	View
Fri Oct 5 08:30:01 2007	Fri Oct 5 08:30:09 2007	168719	Finished	View
Thu Oct 4 08:30:01 2007	Thu Oct 4 08:50:43 2007	134680466	Finished	View
Wed Oct 3 13:00:01 2007	Wed Oct 3 13:20:15 2007	134670752	Finished	View

Data Transferred is in bytes.

Start Time indicates the time the replication began.

Finish Time indicates the time the replication ended.

Status indicates the overall status of each replication attempt.

This will be one of:

- **Running** - A replication is currently in progress.
- **Failed** - The last replication failed (e.g. Network communication with the replication target is lost).
- **Finished** - The last replication completed successfully.
- **Not Run** - The last replication did not run.
- **Unknown** - The status of the last replication is not known.

3. To view an in-depth log for a specific date, click **View**.

Active		Passive
Data Protection - Replication Log (Detail)		
Schedule Name	Target	
Wed Sep 26 13:10:00 2007:Job Target:Starting Replicate job. Mirror host = cobra.sit.pcs, account = admin, mirror path = replication/Agfa_Tar.		
Wed Sep 26 13:10:08 2007:Job Target:Running Replicate job. Mirror ip = cobra.sit.pcs, account = admin, mirror path = replication/Agfa_Tar.		
Wed Sep 26 13:10:10 2007:Job Target:sent 33358 bytes received 26 bytes 13353.60 bytes/sec		
Wed Sep 26 13:10:12 2007:Job Target:sent 33150 bytes received 32 bytes 22121.33 bytes/sec		
Wed Sep 26 14:02:59 2007:Job Target:sent 102508831 bytes received 10134 bytes 32376.11 bytes/sec		
Wed Sep 26 18:13:09 2007:Job Target:sent 448376025 bytes received 44098 bytes 29875.75 bytes/sec		
Wed Sep 26 19:03:29 2007:Job Target:sent 89710905 bytes received 8826 bytes 29723.28 bytes/sec		
Wed Sep 26 19:03:29 2007:Job Target:Replicate job finished.Data transferred 640662269 bytes.		
Wed Sep 26 19:03:31 2007:Job Target:Replicate job end finished.		

The log is displayed in plain text that can be copied and pasted for support purposes.

UDO Guard

The **Data Protection - UDO Guard** page provides access to the configuration of UDO Guard.

The Archive Appliance employs the optional UDO Guard protection to ensure that media cannot be read outside of its host Appliance. UDO Guard is a low-level drive function that protects user data by preventing the drive from spinning up, and therefore reading, the media unless the correct security key is provided in advance.

When UDO Guard is enabled, the user must provide, in the form of alphanumeric passwords:

- **An Administration Key:** The Administration key is unique to the Appliance and forms one half of the key pair required to lock and unlock the media for any UDO Guard-protected archives in the Appliance.
- **An Archive Key:** The Archive Key must be provided for each protected archive within the Appliance. An Archive Key is unique to an individual archive and forms the second half of the key pair required to lock and unlock the UDO media associated with it.

Once entered, the Administration and Archive Keys may be only changed as long as no media is locked using the key-pair.

For each archive, the system uses the key pair (Administration Key and Archive Key) to calculate a UDO Guard Key that is unique to that Archive and that Appliance. Once media has been protected using the key-pair, neither the Administration nor Archive Key can be changed. The keys are stored in an encrypted format; the Administration Key in the SSM configuration file and the Archive Keys in the Resource Management Database (RMDb).

Warning: Once defined, keys must be noted and retained in a safe place. Loss of either key may prevent access to the media in the event of a recovery from media being required.

Enabling UDO Guard

1. Open the **Data Protection - UDO Guard** page.
2. If not already enabled, tick the **Enable UDO Guard** checkbox.
This displays the UDO Guard options:

Data Protection - UDO Guard

Enable UDO Guard ☒ ⓘ

Administrator Key

Key * Confirm Key * ⓘ

Note: This key will be used together with the archive key(s) to lock and unlock the media for an archive.

Archive Key(s)

Enable	Archive Name	Key	Confirm Key
☐	Archive1	*	* ⓘ
☐	managed	*	* ⓘ

3. To begin using UDO Guard, an **Administrator Key** must be entered. This forms part of the key pair that is required to lock and unlock each Archive, and is unique to the Appliance.
The key may consist of any characters, up to a maximum of 16.
Confirm the key by re-entering it in the **Confirm Key** field.

Note: Alliance strongly recommend that all keys be human-readable.

4. To enable UDO Guard on an Archive, tick the check box by the Archive's name, and enter a key in the **Key** and **Confirm Key** fields.
As with the Administrator Key, the Archive Key may consist of any characters, up to a maximum of 16.

Important: Each Archive's key must be unique, and cannot match the Administrator Key.

5. Make a note of all supplied keys and store in a safe, secure location.
6. Click **save** to save the keys and enable UDO Guard.

Disabling UDO Guard

1. Open the **Data Protection - UDO Guard** page:

Data Protection - UDO Guard

Enable UDO Guard ☒ ⓘ

Administrator Key

Key * Confirm Key * ⓘ

Note: This key will be used together with the archive key(s) to lock and unlock the media for an archive.

Archive Key(s)

Enable	Archive Name	Key	Confirm Key
☒	Archive1	*	* ⓘ
☒	managed	*	* ⓘ

2. Un-tick the checkbox beside the name of the Archive which is to cease using UDO Guard.
3. Click **save**.

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Chapter 7

Diagnostics menu

System Jobs

The **Diagnostics - System Jobs** page displays recent migration and recall activity.

Diagnostics - System Jobs					
Recent Jobs					
0 migration completed in the last 24 hours					
0 recall completed in the last 24 hours					
JobID	Archive	Type	Media	Started	Status
20080506000001	managed	Migration		2008/05/06 17:12:51	Waiting for resources
20080506000001	managed	Migration		2008/05/06 17:12:51	Waiting for resources
Jobs 1 - 2 of 2					

The following information is presented:

- **Job ID** - The unique identifying number assigned to the job
- **Archive** - The archive which the migration job is a part of
- **Type** - Whether the job is a migration, recall, backup, etc.
- **Media** - The Barcode of the media being used by the system job.
- **Started** - The time the job was started
- **Status** - The job's status.

Click the **refresh** button to update the information displayed on this page.

Storage Devices

The **Diagnostics - Storage Devices** page shows all interface buses (SATA, SCSI and IDE) and their associated devices and their status.

Viewing the Storage Devices

- From the menu bar, select **Diagnostics - Storage Devices**.

Diagnostics - Storage Devices								
Controller	0	1	2	3	4	5	6	7
Broadcom IDE (00:00:01)	FLASH 125.0 MB							
Marvell SATA (51:01:00)	Disk-1 / 372.51 GB	Disk-2 / 372.51 GB	Disk-3 / 372.51 GB	Disk-4 / 372.51 GB	Disk-5 / 372.51 GB	Disk-6 / 372.51 GB	Disk-8 / 372.51 GB	Disk-7 / 372.51 GB
Adaptec SCSI (02:03:01)	UD-01	UD-01	UD-01	Midrange-0				
Adaptec SCSI (02:03:02)								

Hovering the mouse pointer over a device will display a Tool Tip for that device giving further information, an example of which is shown below:

		
B Disk-3 /	SATA Disk-3 sdc	
		
	Name	sdc
	Vendor	Hitachi
	Model	HDS724040KLSA80
	Type	SATA
	Channel	4:0:0:0
	RAID Member	Yes

Reserving UDO drives for recall

The Appliance can reserve one or more of its UDO drives for recall operations, ensuring that a drive is available as quickly as possible when a user requests an archived file.

1. From the **Diagnostics - Storage Devices** page, click on the Appliance (or attached Library) icon:



2. The UDO Changer Info page is displayed:

Diagnostics - Storage Devices - UDO Changer Info			
Device Name	sg4	Status	IDLE
Manufacturer	Plasmon	Model	Midrange-G
Address	host.2, channel 0, id 6, lun 0	Serial Number	111111
Device Type	Medium Changer	Firmware Version	G05a
Slot Info			
Number of Slots	24	Empty Slots	4
Full Slots	18	Loaded Slots	2
Drives reserved for recall	0 v		

3. Use the **Drives reserved for recall** drop-down box to set aside a suitable number of UDO drives for recall operations. Take the Appliance's average workload into consideration.
4. Click **save**.

Apply Slot License

The Appliance library accepts a slot license to enable the usage of media storage slots. Depending on the license the number of license slots can be adjusted upto the maximum number of physical slots. The slot license is nine characters long.

Note: If the firmware version does not support slot licensing, the associated Slot License textbox will not be displayed.

1. From the **Diagnostics - Storage Devices** page, click on the Appliance (or attached Library) icon:



2. The UDO Changer Info page is displayed:

Diagnostics - Storage Devices - UDO Changer Information			
Device Name	sg14	Status	IDLE
Manufacturer	Plasmon	Model	Midrange-G
Address	host:10, channel:0, id:6, lun:0	Serial Number	2907530153
Device Type	Medium Changer	Firmware Version	T303
Slot Information			
Number of Slots	158	Empty Slots	105
Full Slots	53	Loaded Slots	0
Slot license	DIB IIC BJN		
Drives reserved for recall	0		

3. Enter the slot license key into the **Slot license**. The key is split into three triple alphabetic character codes (e.g. DIB-SAP-DOB).
4. Click **save**.

Disk status icons

Table 7-1 describes the disk status icons and their meaning.

- Disks which are marked with:



are system disks. This means they are used to store the system partition, which contains the configuration files of the Appliance. They can still be used as part of any RAID(s)

- Disks which are marked with:



have been detected by the system as being in a prefail state. This means that certain types of errors have been found on them and they are likely to become faulty as a result. The system uses Self-Monitoring Analysis And Reporting Technology (SMART) parameters to track these errors

- Disks which are marked with:

SPARE

have been assigned as hot spare disks. These are used should one of the other disks fail

- Disks which are marked with:

NO RAID

are not currently members of a RAID

- Disks which are marked with:

REJECT

have been rejected by the RAID they were a member of

- Disks which are marked with

RESYN

are currently being resynchronised. The system, at all times, has to ensure that all mirrored RAID disks contain exactly the same data. If a difference is found, resynchronisation is performed to bring all the RAID disks back to identical mirrors of one another.

Table 7-1: Disk status icons

Icon	Meaning
	The disk is online and unformatted
	The disk is online, unformatted and the system has detected the disk is about to fail
	The disk is online
	The disk is online and the disk is not part of a RAID
	The disk is online and has been rejected by the system
	The disk is online and has been marked as a spare disk
	The disk is online and the system has detected the disk is about to fail
	The disk is online, is not part of a RAID and the system has detected the disk is about to fail
	The disk is online, has been rejected by the system and the system has detected the disk is about to fail

Table 7-1: Disk status icons

Icon	Meaning
	The disk is online and is a system disk
	The disk is online, is a system disk and is not part of a RAID
	The disk is online, is a system disk and has been rejected by the system
	The disk is online, is a system disk and has been marked as a spare disk
	The disk is online, is a system disk and the system has detected the disk is about to fail
	The disk is online, is a system disk, is not part of a RAID and the system has detected the disk is about to fail
	The disk is online, is a system disk, has been rejected by the system and the system has detected the disk is about to fail
	The disk is online, is a system disk, has been marked as a spare disk and the system has detected the disk is about to fail
	The disk is resynchronising
	The disk is offline or is physically missing from the Appliance

Table 7-1: Disk status icons

Icon	Meaning
	The disk is faulty
	The disk is faulty and is not part of a RAID
	The disk is faulty and has been rejected by the system
	The disk is faulty and is a system disk
	The disk is faulty, is a system disk and is not part of a RAID
	The disk is faulty, is a system disk and has been rejected by the system

Other status icons

Table 7-1 describes the other status icons and their meaning.

Table 7-2:

Icon	Meaning
	This icon represents an internal controller card
	This icon represents an external controller card, i.e. the interface to an external device attached to the Appliance
	This icon represents the Appliance's UDO library
	This icon represents an online UDO drive
	This icon represents an offline or faulty UDO drive

UDO Drives

The **Diagnostics - UDO Drives** page is used to enable or disable the library's UDO drives and monitor their status.

Storage - Drives		
Drive	Status	Action
UDO1	Enabled	<button>disable</button>
UDO2	Enabled	<button>disable</button>
UDO3	Disabled	<button>enable</button>

Drive status can be:

- **enabled** - The drive has been enabled
- **disabled** - The drive has been disabled
- **error** - The drive has an error and has been taken offline by the system
- **enabled-dirty** - The drive has been enabled, but the drive requires cleaning
- **disabled-dirty** - The drive has been disabled, but the drive requires cleaning
- **error-dirty** - The drive has an error and has been taken offline by the system, but the drive requires cleaning.

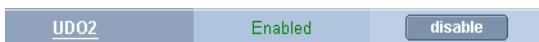
Enabling or disabling a UDO drive

To enable or disable a UDO drive:

1. From the menu bar, select **Diagnostics - UDO Drives**.
2. Click enable or disable, as appropriate.

Drive Errors

If a UDO drive has errors associated with it, the **Drive** name in the **Diagnostics - UDO Drives** page becomes a hyperlink to the **Diagnostics - Drive Errors** page for that drive.



The **Diagnostics - Drive Errors** page displays:

Diagnostics - Drive Errors				
Barcode	Volume	Time	Operation	SK/ASC/ASCQ
AAAAAF12	-1	Wed Apr 04 11:24:23 2007	LOAD	5/52/60
AAAAAH06	-1	Wed Apr 04 11:25:36 2007	LOAD	5/52/60
AAAAAC11	-1	Wed Apr 04 11:27:02 2007	LOAD	5/52/60
AAAAAQ76	-1	Wed Apr 04 11:28:23 2007	LOAD	5/52/60
AAAAAM38	-1	Wed Apr 04 11:29:33 2007	LOAD	5/52/60
AAAAAM32	-1	Wed Apr 04 11:30:44 2007	LOAD	5/52/60
AAAAAS20	-1	Wed Apr 04 11:31:56 2007	LOAD	5/52/60
AAAAAC57	-1	Wed Apr 04 11:33:08 2007	LOAD	5/52/60
Errors 1 - 8 of 10				

- **Barcode** - The barcode of the media which was in the drive at the time of the error
- **Volume** - The volume the media is a member of
- **Time** - The time the error occurred
- **Operation** - The operation the media/drive was involved in at the time of the error
- **SK/ASC/ASCQ** - These SCSI error codes allow service engineers to diagnose the precise cause of the error:
 - **SK** - Sense Key
 - **ASC** - Additional Sense Code
 - **ASCQ** - Additional Sense Code Qualifier.

Self Tests

The **Diagnostics - Self Tests** pages allow the performance of tests which check either the hardware of the Appliance, or the archival process.

Self Test

Self Test	
Diagnostics - Self Tests(Self Tests)	
Last run at 2008 04 30 10:34:34	
	Status
Cache	PASS
Capacity	PASS
Configuration consistency	PASS
Devices	PASS
Disk	PASS
Flash	PASS
LDAP/AD	PASS
Network ports	PASS
Notification	PASS
RAID/VG	PASS
Sensors	PASS
Services	PASS
Shares	PASS
UPS	PASS

The self test displays the time and date of the last self test.

Clicking **start** will check:

- **Cache** - The status of the RAID, including SATA (disk) drives. Normally, the system will perform a resynchronisation to fix any problems with the cache. However, if the problem persists, contact Alliance Technical Support for further assistance.
- **Capacity** - The status of the Appliance's total data capacity. A failure may indicate that closed media should be taken offline and replaced with new media.
- **Configuration consistency** - This test checks that the configuration of the Appliance is in line with the operation of the Appliance.
- **Devices** - The status of the devices attached to the SCSI bus (i.e. UDO library and UDO drives). If any of the devices are faulty, contact Technical Support for further assistance.

- **Disk** - The status of all SMART disks. Contact Alliance Technical Support if this test fails.
- **Flash** - The status of the Appliance's Flash disk. The Flash disk stores data vital to the operation of the Appliance. If this test fails, contact Alliance Technical Support.
- **LDAP/AD** - The status of LDAP and Active Directory connectivity. If this fails, ensure the relevant service is correctly configured and that there are no network problems.
- **Network Ports** - The status of the physical network ports, as well as network connectivity.
- **Notification** - Validates the notification system by pinging the email/SNMP address(es) listed for notification. If this fails, a valid email/SNMP address was not found. Check the System - Notification page to confirm the validity of the email/SNMP address(es).
- **RAID/VG** - The status of all RAIDs, Volume Groups and Logical Volumes. Contact Alliance Technical Support should this test fail.
- **Sensors** - The status of all attached sensors - board temperature, fan sensors, etc.
- **Services** - The status of the processes, including Services, running on the system. If any services fail, initially check the System - Services page is correctly configured. If this is correct, then contact Technical Support for further assistance.
- **Shares** - The status of any Shares on the Appliance. If this test fails, check the **Network - Shares** page and ensure the failed shares are correctly configured.
- **UPS** - The status of any connected UPS. If this test fails, ensure the UPS is connected correctly and that the UPS Service is running.

If any test fails, **FAIL** will appear in the **Status** column. Click **FAIL** to view the reason for the failure.

Archive Test

Self Test		Archive Test
Diagnostics - Self Tests(Archive Test)		
Last run at 2008-04-30 15:00:18		
Archive	Status	
managed	Migrating to UDO	20%

An **Archive Test** creates a small test file, migrates it to media, releases the file from the cache, and then recalls the file from media to check the archive system from end-to-end.

Click **start** to begin an archive test, and **stop** to abort a test in progress.

System Information

The **Diagnostics - System Information** page shows the following information:

System Info

System Info		Log Files	SCSI
Diagnostics - System Information (System Info)			
System Up Time	7 Day(s) 7 Hour(s) 51 Minute(s)		
Product Serial Number	2307530095		
System Serial Number	2807820089		
Hardware Version	270-102077-00-A/FWv6.00PG		
Server Board	Win Controller		
Motherboard Serial Number	FA-217-AA-0705-0635507157		
Model Number	110-102074-00-A		
CPU	Intel(R) Pentium(R) M processor 1.80GHz		
Total Memory	1.0GB		
Software Version	4.11.17		
Build	2178		
System Personality File	create		
Plasmon Warranty Registration	http://www.plasmon.net/softmaint.nsf		
Technical support website	http://www.plasmontech.com/customer		
Technical support email	support@plasmon.co.uk		

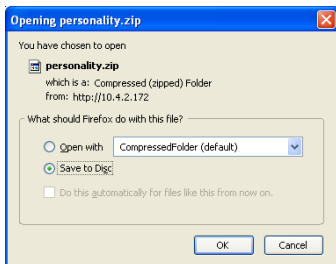
The **Diagnostics - System Information (System Info)** page lists:

- **System Up Time** - since last reboot
- **System Serial Number** - The Appliance's serial number
- **Hardware Version** - The current hardware version
- **Server Board** - Server board information
- **Motherboard Serial Number** - The Appliance's motherboard serial number
- **Model Number** - The model number details the product configuration of the Appliance, describing information such as the enclosure type, the memory capacity and many others
- **CPU** - Processor information
- **Total Memory** - The amount of memory (RAM) on the system
- **Software Version** - The currently installed software version
- **Build** - The currently installed software version's build number
- **Alliance Warranty Registration** - Hyperlink to the Alliance warranty registration web page (requires an external internet connection)

- **Technical Support Website** - Hyperlink to the Alliance technical support web page (requires an external internet connection)
- **Technical Support Email** - Alliance Technical Support email address.

Also present is the facility to create a copy of the current System Personality File should it be required by Alliance Technical Support. To do so click the **create** button.

The Appliance will generate a downloadable copy of the personality file, then pop-up the browser's Download dialog:



Select **Save to disk** (Firefox) or **Save** (Internet Explorer).

Personality.zip may then be emailed to Alliance Technical Support.

Log Files



The **Diagnostics - System Information (Log Files)** page enables creation of log file bundles:

- **Create Log Files Bundle of** - Log file bundles are used by Technical Support to perform diagnostics on the Appliance. Specify a time period, using the drop down list, to create a log file bundle of as follows:
 - **Today**
 - **Last 7 days**
 - **All days**
 - **From custom date**
 - **UDO Logs** - This option extracts a logging information from the UDO drives.

The log bundle can be downloaded to the local PC and then emailed to Alliance Technical support.

Note: The Appliance does not store previous log bundles.

SCSI

System Info		Log Files		SCSI
Diagnostics - System Information (SCSI)				
Device	SCSI ID	Serial Number	Firmware Version	
Library	1:0:6:0	0505500777	H05d	
Drive	1:0:0:0	C49L004119	U05	
Drive	1:0:1:0	C49L005758	U05	
Drive	1:0:2:0	C48L005129	U05	

The **Diagnostics - System Information (SCSI)** page lists the **Devices** on the SCSI bus (i.e. UDO Drives and Libraries), their **SCSI ID** (in the format Host, Bus, ID and LUN e.g. 1:0:2:0) **Serial Number** and currently installed **Firmware Version**.

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Chapter 8

Shutdown

Shutdown the Appliance using the Web Interface

Shutdown

The **Shutdown/Reboot** page allows:

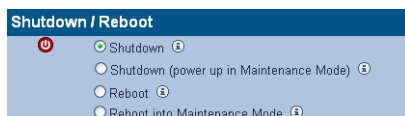
- **Shutdown**
- **Shutdown (power up in Maintenance Mode)** - Used to power down the Appliance, perform hardware maintenance and power the system back up in Maintenance Mode. This is normally only used by Service personnel.
- **Reboot**
- **Reboot into Maintenance Mode** - Reboots directly into Maintenance Mode.

Note: Before using any of these options, be sure to inform any connected users that they will be disconnected, and services will be lost for the duration of the shutdown/reboot.

To shutdown or reboot the Appliance from the Web interface:

1. From the menu bar, select **Shutdown**.

The **Shutdown/Reboot** page opens:



2. Select the appropriate radio button.
3. Click **ok**, then click **ok** again to confirm.

Shutdown the Appliance using the library power switch

AA16, AA32, AA80 and AA174 models only

To shut down an Appliance using the power switch, press the On/Off switch on the library front panel:

On/Off
switch



Press the power button and confirm shut down via the keypad.

Caution: Holding the power button for more than four seconds initiates a non-graceful shutdown. This should be avoided.

AA238, AA438 and AA638 models only

To shut down the Appliance:

1. Initiate shutdown using the Web interface.
2. Once complete, press the power switch on the rear of the RAID Cache Unit.

Power switch



3. Power off the library

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Chapter 9

Troubleshooting

Troubleshooting

Table 9-1: Archive Appliance Troubleshooting checklist

The Appliance is not visible on the network, cannot be pinged or the web interface is not responding.

Possible cause	Suggested action	Comments
The Appliance is still booting.	Wait for boot to complete - approximately six minutes.	
The IP address is invalid.	Use the keypad to check that the IP address is configured correctly.	
Incorrect Ethernet port used (on dual port Appliance).	Test using other Ethernet port.	<i>eth0</i> is the port enabled by default.
Faulty Ethernet cable.	Test with a known working Ethernet cable.	
Faulty network Switch / configuration.	Verify the Switch is receiving power, the port is enabled and set to Auto Negotiate. Test the Appliance using another Switch port.	

Table 9-1: Archive Appliance Troubleshooting checklist

System Crash.	Reboot or power-cycle.	If the Web Interface is inaccessible, attempt to reboot via the keypad or serial console. As a last resort press and hold the power button to switch off.
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Incorrect Web browser settings.	If a proxy server is being used ensure it is bypassed for local addresses.
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Hardware failure.	Contact Alliance support.
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The Appliance will not power on (no LED or fan activity).

<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
Faulty power cable.	Test with a known working power cable.	
Hardware failure.	Contact Alliance support.	

The Appliance fails its self-test.

<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
A UDO drive is unavailable.	Reboot the Appliance. If this does not resolve the issue contact Alliance support.	
Notification ping failure to either SMTP or SNMP server.	Ensure relevant server is available. Check Notification configuration.	

Table 9-1: Archive Appliance Troubleshooting checklist

One or more key services are not running.	Check running services and enable any which have stopped. If a service fails to start, reboot the Appliance.	
Hardware failure.	Contact Alliance support.	
Data is not migrating to media.		
<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
Library media full.	Offline closed media and add blank spares.	
SSM Service not started.	Open the System - Services page and start SSM. If this fails reboot the Appliance, then attempt to start SSM. If this also fails contact Alliance support.	
SSM fault.	Go to the Diagnostics - Self test page and run the Archive Test. If this fails, reboot the Appliance, then retest. Contact Alliance support if problem is not resolved.	

Table 9-1: Archive Appliance Troubleshooting checklist

Dirty media.	Clean the media using a Alliance UDO media cleaning kit and retry.	
Hardware failure.	Contact Alliance support.	
Data cannot be recalled from media.		
<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
A migration job is using all UDO drives.	Wait for the migration job to complete. Select the Diagnostics - System Jobs page to view the status of current jobs. Reserve at least one UDO drive for recall operations.	Recalls take priority over migration, but any migrations for the loaded disk must be completed before the media can be ejected to load a different media for recall.
Required media is offline.	View the System - Status page to determine which media to load. Refer to the Storage - Media Requests page to see other outstanding media requests.	
SSM service not started.	Go to the System - Services page and start SSM. If this fails reboot the Appliance then attempt to start SSM. Contact Alliance support if problem is not resolved.	

Table 9-1: Archive Appliance Troubleshooting checklist

SSM fault.	Reboot the Appliance. Contact Alliance support if the problem is not resolved.	
Dirty media.	Clean the media using a Alliance UDO media cleaning kit and retry.	Refer to the Operator's Guide for media storage and care information.
Hardware failure.	Contact Alliance support.	
Media fails to close.		
<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
"RMDb corruption, no partition found"	recover RMDb from backup	
"Partition is not mounted"	Ensure that archive is mounted and active	run migration self test to confirm archive is healthy
"Failed to set the archive to read-only"	restart SSM and run self test	
"Failed to migrate all active files"	run migration selftest and check hardware status	problem with hardware or resources
"Failed to close media"	check hardware status and archive resource	review media inventory and UDO drive status
"Failed to set the archive to read-write"	restart SSM and run self test	

Table 9-1:Archive Appliance Troubleshooting checklist

"Failed update the
RMDB"

Table 9-1: Archive Appliance Troubleshooting checklist

Backup failure.

<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
No backup media in Appliance.	Add backup media.	
Backup media dirty / damaged.	Replace media.	
Backup media at end of life.	Replace media.	Media can be re-written approximately 5,000 times.

Administrator Notified that a dirty shutdown was performed.

<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
Power failure.	Connect to a UPS.	A UPS is recommended.
Connected to a UPS but did not shutdown before UPS battery discharged.	Check the serial link to the UPS.	
UPS service not started.	Select System - Services and start the UPS service.	

Administrator notified that the RAID has degraded.

<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
Hardware failure.	Contact Alliance support.	

Table 9-1: Archive Appliance Troubleshooting checklist

SATA drive missing.		
<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
SATA drive not inserted correctly.	Shutdown the Appliance. Remove then re-insert the drive fully in its drive bay. Power on the Appliance. Contact Alliance support if the problem is not resolved.	A missing SATA drive can be determined from the Diagnostics - Storage Devices page of the web browser interface.
Unable to add a user.		
<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
Invalid user name.	Ensure that no special characters are used.	Use the following: A-Z, a-z, 0-9, - (hyphen) and _ (underscore)
Invalid password.	Ensure that no special characters are used.	Use the following: A-Z, a-z, 0-9, - (hyphen) and _ (underscore)
Unable to connect to network share.		
<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
Incorrect username or password.	Ensure the correct username and password is used to connect to the Appliance.	

Table 9-1: Archive Appliance Troubleshooting checklist

Network service not started.	Select Network - Services . Ensure the correct network services have been started on the Appliance.	
Incorrect hostname or IP used.	Use the correct hostname or IP address. Check that it is possible to ping the Appliance using the hostname and IP.	Name resolution problems may mean that the IP address has to be used.
The client username does not exist on the Appliance.	See “Adding a User” on page 40.	
The client username does not have permissions to access the share.	If the user should have the required permissions, see Modifying a share on page 51.	
Host has been denied access.	If the host should have access, see Modifying a share on page 51.	

Table 9-1: Archive Appliance Troubleshooting checklist

Successfully connect to network share but permission denied when writing.

<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
File or directory does not have write access permissions for the connected user.	If the user should have the required permissions, see Modifying a share on page 51.	The connected users can be determined by opening the Network - Shares page and clicking on connections . If the access problem only occurs for a specific path or file in the share use the Storage - Browse option to check the access permissions for the file or directory.
The share has been set read-only.	Should the share be writable, open the Network - Shares page and click on the share. Ensure the Read only option is not selected.	

Table 9-1: Archive Appliance Troubleshooting checklist

SSM service not started.	Open the System - Services page and start SSM. If this fails reboot the Appliance then attempt to start SSM. Contact Alliance support if problem is not resolved.
SSM fault.	Go to the Diagnostics - Self test page and run the Archive Test . If this fails, reboot the Appliance, then retest. Contact Alliance support if problem is not resolved.

Successfully connect to network share but permission denied when reading.

Possible cause	Suggested action	Comments
File or directory does not have read access permissions for the connected user.	If the user should have read permissions, see Modifying a share on page 51.	The connected users can be determined by going to the Network - Shares page and clicking on connections .

Table 9-1: Archive Appliance Troubleshooting checklist

SSM service not started.	Open the System - Services page and start SSM. If this fails reboot the Appliance then attempt to start SSM. Contact Alliance support if problem is not resolved.	
SSM fault.	Open the Diagnostics - Self test page and run the Archive Test . If this fails, reboot the Appliance, then retest. Contact Alliance support if problem is not resolved.	
Unable to overwrite or modify files.		
<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
The WORM emulation option has been set for the CIFS share.	Deselect WORM emulation on the CIFS tab of the share: see Modifying a share on page 51.	
Allow File Changes has been set to NO for the Archive Volume.	If file changes should be allowed, see Viewing and editing volume properties on page 73 and set the Allow File Changes option to YES.	
No Free Space reported when writing to the share.		
<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>

Table 9-1: Archive Appliance Troubleshooting checklist

The RAID cache is full.	See the causes and actions for <i>Data is not migrating to media</i> .	
The Archive Volume option Never Release Files has been set.	See “Viewing and editing volume properties” on page 73. Reconfigure release policy as required.	
Email Notifications not being received.		
<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
SMTP server IP address incorrect.	Enter a valid SMTP service IP address.	
SMTP server hostname not being resolved.	Enter a valid DNS server IP address into the network configuration. Alternatively use the IP address of the SMTP server instead.	
SMTP server IP address not reachable.	If required, ensure a gateway IP address has been entered into the network configuration. Check it is possible to ping the SMTP server from another server on the same subnet as the Appliance.	
SMTP server port number incorrect.	Enter the correct port number.	

Table 9-1:Archive Appliance Troubleshooting checklist

Sender not defined.	Enter a sender address.	This is required by some SMTP servers.
Username and password not defined.	Enter a valid username and password.	These are required by some SMTP servers.
Incorrect recipient email address entered.	Check the recipient email address is entered correctly.	
SMTP not enabled.	Ensure the enable check box is checked.	
SNMP traps not being received.		
<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
Incorrect GET Community String.	Enter the correct GET Community String.	
Incorrect Trap Address.	Enter the correct Trap Address.	
Incorrect TRAP Community String.	TRAP Community String.	
SNMP not enabled.	Ensure the SNMP enable check box is checked.	
Media marked "????".		
<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>

Table 9-1: Archive Appliance Troubleshooting checklist

Dirty media.	Clean the media using a Alliance UDO media cleaning kit and retry. If further media are marked unreliable, contact Alliance support.	Refer to the Operator's Guide for media storage and care information.
--------------	--	---

Administrator notified that the UDO drive is dirty.

Possible cause	Suggested action	Comments
Dirty drive.	If it is a UDO1 drive, insert the cleaning cartridge to perform a cleaning cycle. The dirty status should be reset after the next recall or migration. If it is a UDO2 drive, contact Alliance support as UDO2 drives are self cleaning.	
Hardware failure.	Contact Alliance support.	

Appliance will only boot into MAINTENANCE mode.

Possible cause	Suggested action	Comments
Hardware failure.	Contact Alliance support.	

Unable to join Active Directory or NT4 domain.

Possible cause	Suggested action	Comments
----------------	------------------	----------

Table 9-1: Archive Appliance Troubleshooting checklist

Incorrect time on Appliance.	Go to the System - Time & Date and correct the time.	When the Appliance joins the domain its time will be synchronised with the domain.
DNS is not / incorrectly configured.	The Appliance must have DNS configured to be able to join a domain. See DNS configuration for Windows Active Directory on page 37.	
Unable to connect to LDAP server.		
<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
Incorrect time on Appliance.	Go to the System - Time & Date and correct the time.	

Table 9-1: Archive Appliance Troubleshooting checklist

Unable to create replication schedule.

<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
Invalid name.	Ensure that no special characters are used.	Use the following: A-Z, a-z, 0-9, - (hyphen) and _ (underscore)
Incorrect order.	Create the target schedule before creating the source schedule.	
No volumes available.	Ensure a volume is available for the replication schedule.	

Replication fails.

<i>Possible cause</i>	<i>Suggested action</i>	<i>Comments</i>
Active / Passive Appliance unavailable.	Ensure both Appliances are operational and that no network problems exist between them.	
Replication schedule removed.	Check that both Appliances still have their replication schedule configured.	
Passive volume full.	Enlarge the Passive volume to match the Active volume.	

Table 9-1:Archive Appliance Troubleshooting checklist

Files on the Active volume were offlined before replication took place.	Return offline media to Appliance.
Hardware failure.	Contact Alliance support.

Chapter 10

Using the Keypad interface

Configuration

Setting the IP address

1. With the Appliance switched on and connected to the host LAN / Network, press any key to display the first item in the top-level menu on the LCD panel:

```
Archive Appliance
      Add disk
sel next PREV ESC
```

If already in a submenu, press **esc** a number of times until the **Add disk** menu is displayed.

2. Press **next** twice to display the **Edit ConFiguRation** menu.

```
Archive Appliance

Edit ConFiguRation
sel next PREV ESC
```

3. Press **sel** to enter the submenus; the first sub-menu is for setting the IP address:

```
Archive Appliance
Edit ConFiguRation:
      Set IP Address
sel next PREV ESC
```

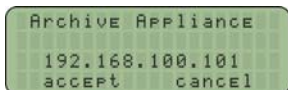
4. Press **sel** to display the IP address. Initially, the current IP address is displayed (in standard dotted-decimal format), with the first digit selected, ready for editing:

```
Archive Appliance

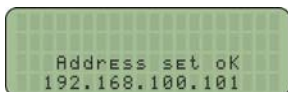
<1>92.168.100.101
Next -1 +1 Done
```

5. Press **-1** and **+1** to change the value inside the brackets (the first digit in any group of three can only be set to 0, 1 or 2).
6. Press **next** to highlight the next digit:
7. Press **-1** and **+1** to change the value inside the brackets (the maximum value for each 3-digit group is 255).
8. Cycle through fields by pressing next and ensure all twelve digits are filled in correctly.

9. Press **done**. The LCD panel shows the newly configured IP address. For example:



10. Press **accept**. The display shows:



11. The display returns to the **Set IP Address** submenu.

Setting the netmask

To edit the netmask, follow the method in [Setting the IP address](#) on page 166. In step 3, make sure the **Set Netmask** submenu is selected.

Setting the gateway IP address

The gateway IP address allows the Appliance to connect to nodes beyond the local subnet.

To edit the gateway IP address, follow the method in [Setting the IP address](#) on page 166. In step 3, select the **Set Gateway** submenu. The remaining system configuration can be performed via the web interface.

Adding UDO media

UDO media may be added to the Appliance via the Mailslot or via Direct slot access.

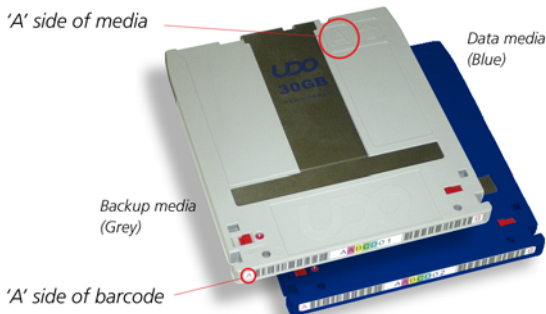
- Add new disks (UDO RW only) for backup purposes (can only be added via the mailslot).

UDO RW media can be identified by its **Grey** cartridge case.

- Add new data disks (UDO WORM or Compliant UDO WORM only) for migration (can be added via the mailslot or direct slot access).

UDO WORM media can be identified by its **Blue** cartridge case.

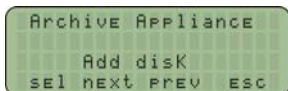
Pieces of UDO media must have a unique barcode of the approved format centred on the spine of the disk, ensuring the 'A' side of media and barcode label are oriented as shown below.



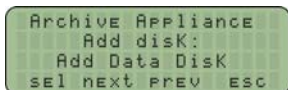
Adding Backup UDO media via the mailslot

For UDO backup to function correctly, at least one piece of RW UDO media must be added to the system. For disaster recovery, at least two RW UDO media should always be used in the Appliance.

1. Press any key to display the top-level **Add disk** menu.



2. Press **sel** to display the first sub-menu (**Add Data Disk**):



3. Press **next** to display **New Backup disk**.
4. Press **sel**.
5. Insert the backup UDO media, 'A' side facing up, into the Mailslot.

AA238, AA438 and AA638 models only: Press the eject button, shown below. The library will then take the media and close the mailslot.



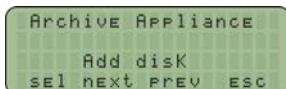
6. The cartridge will be checked for valid UDO format and barcode (if there is a problem, see [page 172](#)).
If all is well, a **Disk added OK** message is displayed.
7. Repeat the above steps until all required backup UDO media has been added.

Note: At least one piece of backup UDO media **MUST** be added to the system. Alliance recommend the use of two pieces of backup UDO media.

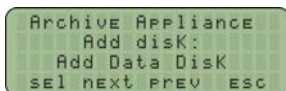
Adding Data UDO media via the mailslot

To add (load) one or more UDO media cartridges via the mailslot:

1. Press any key to display the top-level **Add disk** menu.



2. Press **sel** to display the first sub-menu (**Add Data Disk**):



3. Press **sel**.
4. Insert the media, 'A' side facing up, into the Mailslot.
AA238, AA438 and AA638 models only: Press the eject button, shown below. The library will then take the media and close the mailslot.



5. The cartridge will be checked for valid UDO format and barcode (if there is a problem, see [page 172](#)).
If all is well, a **Disk added OK** message is displayed.
6. Repeat the above steps until all media have been added.

Adding Data UDO media via direct slot access

If a considerable amount of media is to be added to the Appliance, it may be more productive to add media via direct slot access.

AA16/32, AA80 and AA174 models

Removing the library side panel

It is necessary to remove the left hand (when viewed from the front) library side panel.

1. Shut down the Appliance: see [Shutdown the Appliance using the Web Interface](#) on page 142 or [Shutdown the Appliance using the library power switch](#) on page 143.
2. Remove the power cord from the supply.
3. Open the library front door.

4. Remove and retain the panel securing screws from the front and rear of the library side panel.
5. Lift the panel up to remove it.

Warning: When adding media via direct slot access, **do not** move or remove any existing media from the Appliance.

Warning: Backup media must **not** be added via direct slot access.

Adding media

Referring to the slot map appropriate for the Appliance library model, see [page 197](#), add media to the lowest numbered available slots.

Important: Do not place media in the Utility Slots.

Refitting the library side panel

1. Insert the bottom of the library side panel into the library chassis.
2. Refit the screws to the front and rear of the library panel.
3. Close the library front door.
4. Replace the power cord.
5. Restart the Appliance. The Appliance will rescan the contents of the library and update its inventory.

AA238, AA438 and AA638 models

To return offline media via direct slot access:

1. Shut down the Appliance.
2. Open the library rear door.
3. Referring to the slot map on [page 203](#), add media to the lowest numbered available and unassigned slots.
4. Restart the Appliance. The Appliance will rescan the contents of the library and update its inventory.

Possible problems

Disk errors

If a cartridge is added that is the wrong format, or that does not have a barcode, two things will happen:

- One of the following error messages will be displayed:
 - Not UDO Media
 - Invalid Barcode(s)
 - Barcode not Unique
- The media in question will be ejected.

Remove the cartridge. Another may be inserted.

Other errors

Other error messages are:

- **LiBRary Full** - The library cannot take any more media. Offline some media or purchase an extension library.
- **Media check Failed** - General library hardware error. Contact Alliance Technical Support.
- **MOVE Failed** - Hardware problem with the library picker. Contact Alliance Technical Support.

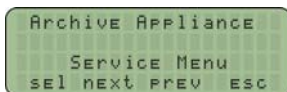
Removing UDO media

If any disks have failed, an administrator will receive an alert via the configured method (see [page 26](#)) telling them which media needs removing. When this happens, remove UDO media from the Appliance via the Mailslot.

Media can also be removed for Offline Media Management - see [page 183](#).

Removing failed UDO media via the mailslot

1. Press any key to display the top-level **Add disk** menu.
2. Press **next** three times to display **SERVICE MENU**.



3. Press **sel** to display the **SERVICE MENU** sub-menu:

4. Press **next** or **prev** to display the required option (Remove dirty disk, Failed data disk or Failed backup disk).
5. Press **sel**.
The library picker will automatically select the first disk to be removed.
6. Remove the cartridge from the Mailslot.
The **REMOVE DISK** submenu will be displayed once more.
7. Repeat the above steps until all failed media are removed.

Cleaning Media

A UDO cleaning kit is available from Alliance.

To remove dirty media select 'Remove dirty disk' from the 'Service' Menu.

To re-introduce the cleaned media, see [Adding Backup UDO media via the mailslot](#) on page 169 or [Adding Data UDO media via the mailslot](#) on page 170.

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Chapter 11
Additional Library

Additional Library

An additional library can be purchased and attached to a host Archive Appliance to increase the total number of media slots available, providing either significantly expanded data storage capacity and data migration throughput or providing fail-over data protection.

Note: Rewritable backup media cannot be added to the additional library to provide additional backup storage space for the Archive Appliance. The additional library can only be used to provide increased data storage capacity.

The attached library can operate in one of two modes:

Slot Overflow

In Slot Overflow mode, the attached library is used to extend the available number of slots and drives.

Library operations are load-balanced between the host Appliance and the attached library to increase data throughput and, increase total storage capacity by using any available UDO drive and media in either library.

When an additional library is attached, it will operate in Slot Overflow mode by default.

Pool-per-Library

In Pool-per-library mode media entered into the host library is always allocated to the primary media pool, and media entered into the attached library is allocated to the secondary media pool. Data is migrated to both copies as with normal multiple copy media operations ensuring that, should the primary media pool be unavailable data can be read from the secondary media pool in the attached library.

Note: Pool-per-library mode is only available to archives with two media pools.

Attaching an additional library

Alliance recommend that the additional library is situated as close as possible to the host Appliance for convenience of operation.

1. Ensure that the host Archive Appliance is properly shut down - see [page 142](#).
2. Connect the additional library to the host Appliance using the SCSI cable provided:

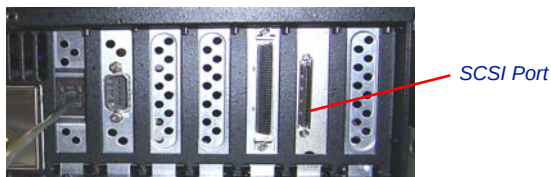
AA16 to AA174 models only: SCSI port is located on the lower rear side of the Appliance:



SCSI Port

AA238 to AA638 models only:

The SCSI Card must be installed by a Alliance Support Engineer in order to connect an additional Library.

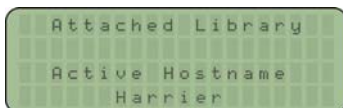


3. Connect the power cord to the additional library.
4. Power on the attached library.

Note: It is important to ensure that the attached library is fully powered up before powering up the host Appliance. This ensures that the host recognises the attached library as a connected device during the initial bus scan.

5. Power on the Appliance.

By default the attached library keypad interface displays the IP address and name of the host appliance.



Attached library keypad interface

The attached library keypad interface offers differing options depending on what mode the attached library is operating in.

In Slot Overflow with Load Balancing mode, the keypad can only be used to add media to the library. All other functions are controlled using the host Appliance keypad interface; refer to the appropriate sections of the Administrator's Guide for:

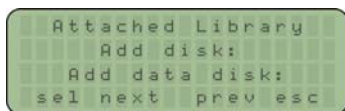
- Removing failed media - see [page 172](#)
- Offline Media Management - see [page 183](#)

In Pool Per Library mode the keypad may be used to:

- Add media to the library
- Offline media
- Offline open media
- Remove misplaced media

Adding UDO media to the attached library via the mailslot.

1. Press any key on the overflow library keypad to display (Add Data Disk).



2. Press **sel**.
3. Insert the media, 'A' side facing up, into the Mailslot. AA238, AA438 and AA638 models only: Press the eject button, shown below. The library will then take the media and close the mailslot.



4. The cartridge will be checked for valid UDO format and barcode (if there is a problem, see [page 172](#)). If all is well, a **Disk added OK** message is displayed.
5. Repeat the above steps until all media have been added.

Note: To add media to the attached library via direct slot access see [page 170](#)

Removing UDO media via the mailslot

Note: The library must be operating in Pool Per Library mode to access these options.

1. Press any key to display the top-level **Add disk** menu.
 2. Press **next** until **SERVICE MENU** is displayed.
 3. Press **sel** to display the **SERVICE MENU** sub-menu.
 4. Press **next** or **prev** to display the required option (Remove dirty disk, Failed data disk, or Misplaced disk).
 5. Press **sel**.
The library picker will automatically select the first disk to be removed.
 6. Remove the cartridge from the Mailslot.
The **REMOVE DISK** submenu will be displayed once more.
- Repeat the above steps until all failed media are removed.

Attached library Web interface

The attached library can be monitored via the Web interface, and the operating mode may be changed.

Viewing attached library information

Information relating to the attached library are added as additional pages to the following sections of the Web interface:

- System - Status - Environment

System		HostLibrary	Attached Library
Attached Library - Environment			
Temperature	24 Celsius		
Front Fan Status	OK		
Rear Fan Status	OK		
Drive Temperature			
UDO5	24 Celsius		
UDO6	24 Celsius		

- Diagnostics - UDO Drives

Host		Attached	
Diagnostics - UDO Drives			
Drive	Status	Barcode	Action
UDO5	Enabled	<empty>	disable
UDO6	Enabled	<empty>	disable

- Storage - Online Media

Primary		Secondary
Storage - Online Media		
		Slot Usage
Spare	0	
Open	0	
Closed	0	
Empty slots	166	
Total slots	166	

Configuring mode of operation

1. In the **Diagnostics** menu, select **Storage Devices**.
2. Click on the library icon to open the configuration page.
3. Select the required mode of operation using the correct radio button:

Diagnostics - Storage Devices - UDO Changer Info			
Device Name	sg12	Status	IDLE
Manufacturer	Plasmon	Model	Midrange-G
Address	host:10, channel:0, id:6, lun:0	Serial Number	525699
Device Type	Medium Changer	Firmware Version	H06e
Slot Info			
Number of Slots	166	Empty Slots	148
Full Slots	15	Loaded Slots	3
Drives reserved for recall	1 		
Multiple Library Management	☒ Slot Overflow ☐ Pool Per Library		

4. Click **save** to save the changes.

Chapter 12

Offline Media Management

Storage of offline media

When media is not in the Appliance it can become contaminated due to the ingress of dust particles, and is also susceptible to adverse temperature and relative humidity. It must therefore be stored appropriately to prevent damage or degradation.

Note: The shutter on the media should not be opened manually as this exposes the media to potential contaminants.

In the event that media becomes dirty, media cleaning kits are available from Alliance.

Alliance recommends that the media be stored in the plastic sleeve in which it was supplied and in accordance with the following temperature and humidity limits:

Table 1: . UDO operating and storage conditions

Parameter	Value/range
Maximum Temperature Range	5°C to 55 °C/41°F to 131 °F (stable temperature)
Ideal Temperature Range	10°C to 25°C/50°F to 77 °F
Maximum Humidity Range	3% to 90% RH (non-condensing)
Ideal Humidity Range	20% to 80% RH

Note: Alliance recommend the use of a media rack, such as those produced by Engineered Data Products (www.edp-usa.com or www.edpeurope.com), for the long term storage of offline media.

When to offline media

For media to be eligible for OMM:

- The media must be full, of a closed state and in a valid backup,
- The media's retention time must have elapsed.

or

- The media must be in a secondary media pool that is designated as an **Open Offline** media pool - see [Viewing and editing volume properties](#) on page 73.

or

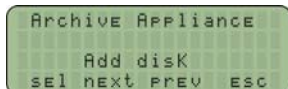
- The media has been selected for offline via the media management user interface ([to select for offline - show all media that are candidates for offline](#) on page 88) .

The Appliance will determine when either of the above criteria has been met and provide an indication of this in the Web interface.

Offlining media using the Keypad interface

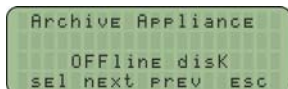
When the Web interface advises that media is eligible for OMM:

1. Press any key to display the first item in the top-level menu on the LCD panel:

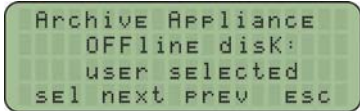


If already in a submenu, press **esc** (key **4** on the Keypad) a number of times until the **Add disk** menu is displayed.

2. Press **next** to display the menu.

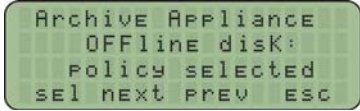


3. Press **sel**.
4. Press **next** or **prev** to select the offline strategy: user or policy selection.



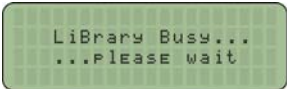
```
Archive Appliance
  Offline disk:
    user selected
  sel next prev esc
```

or



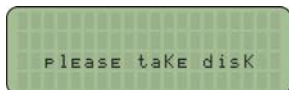
```
Archive Appliance
  Offline disk:
    Policy selected
  sel next prev esc
```

5. When using the Policy selection press **next** or **prev** to select which volume to offline the media from, as required, then press **sel**.
6. The library keypad will display:



```
LiBrary Busy...
...Please wait
```

- The media will be ejected from the mailslot and the keypad will display:

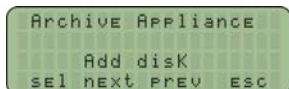


Remove the disk and store in accordance with the local OMM procedures.

Offlining open media using the Keypad interface

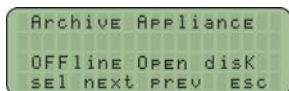
If the Appliance is configured with a secondary media pool designated as an Open Offline media pool and open media is to be removed from the Appliance for remote storage:

- Press any key to display the first item in the top-level menu on the LCD panel:

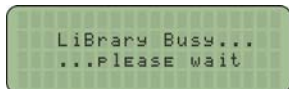


If already in a submenu, press **esc** (key **4** on the Keypad) a number of times until the **Add Disk** menu is displayed.

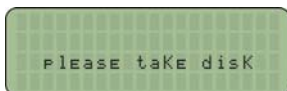
- Press **next** three times to display the **Offline OPEN Disk** menu.



- Press **sel**.
- Press **next** or **prev** to select the archive to offline the media from, as required, then press **sel**.
- The library keypad will display:



6. The media will be ejected from the mailslot and the keypad will display:



Remove the disk and store in accordance with [Storage of offline media](#) on page 184.

Organising offline media

To aid location following *Offline media return requests*, media barcode labels feature a unique 7-digit alphanumeric coding scheme to aid the logical organisation of offline media. This numbering scheme is also colour coded to aid in the visual location of barcodes.



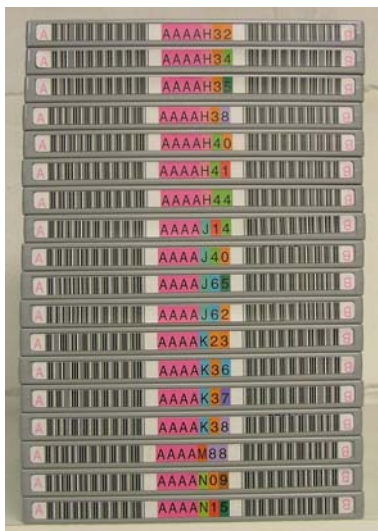
1. All media bearing the same sixth digit (**3** in the illustrated example) should be grouped together and arranged in numerical order according to the seventh digit.



2. The media should then be grouped according to the fifth digit (**H** in this example).



3. This should be continued until all media are organised for easy referencing.



To locate a piece of offline media (for example: media barcode **DGFGH71**):

1. Read the first digit on each of the media barcodes until the required first digit (**D** in this example) is located.
2. Switch to the second digit and continue reading each of the media until the required second digit (**G** in this example) is located.
3. Continue this process for all seven digits to locate the required media.

Open Offline Media

The open offline media functionality is provided to allow open media to be stored offsite, providing an additional level of data protection in low-frequency migration usage scenarios.

It is important however, that open offline media be regularly returned to the Appliance to allow any files migrated since the media was offlined to be added, ensuring that the open offline media is kept as up-to-date as possible.

The regularity with which open offline media is returned is dependent on the frequency of migrations during normal usage and the allowable time for the data to exist in a single location. Alliance recommends that a regular schedule for returning open offline media is established and is based on these considerations.

Open offline media should be stored separately from closed offline media at the offsite storage location to ensure that closed media is not incorrectly returned to the Appliance instead of the open offline media. Open offline media can be identified on the [Storage - Offline Media](#) page of the web interface by a tick in the **Open** field for the media. The barcode can then be obtained and the correct media selected at the offsite storage location.

Open offline media is returned to the Appliance using the same procedure as for closed offline media (see "Returning offline media" on page 194).

When open offline media is returned to the Appliance, it should remain in the library for sufficient time to allow the Appliance to complete the migration operations required. This ensures that the open offline media is synchronized with the primary media pool.

The web interface [Diagnostics - System Jobs](#) page indicates any migration jobs associated with the open offline media (identified by the job type **CopyMig**) that are incomplete. Once all migrations have completed, the open offline media can once again be removed from the Appliance and stored offsite.

*Note: During the course of updating, the open offline media may become full. In this case, the media is closed and can be offlined according to the normal offline media procedure. A spare piece of media is then assigned as the open offline media. It is possible therefore, that the media to be removed following an update may bear a different barcode to that inserted into the Appliance. This can be confirmed by viewing the **Storage - Offline Media** page of the web interface.*

The sequence of operations for updating open offline media is as follows:

1. Return the open offline media to the Appliance (see "Returning offline media" on page 194).
2. Add any blank media.
3. Return any closed offline media for recall.
4. Check that all **CopyMig** system jobs are complete.
5. Offline any closed media (see "Offlining media using the Keypad interface" on page 185).
6. Offline the open media (see "Offlining open media using the Keypad interface" on page 187).
7. Return the open offline media to the remote storage location ensuring it is stored separately from any closed offline media.

Offline media return requests

Offline media return requests are made via the Web interface or by notifications.

When a request is received, it will detail the barcode of the required piece of media.

Note: Requests are only made if both the Primary pool and Secondary pool copies of the requested file are offline.

Returning offline media

Offline media can be returned to the Appliance in two ways:

- *Via the mailslot* - if a small amount of media is to be returned
- *Via direct slot access* - if a large amount of media is to be returned.

Via the mailslot

To return one or more offlined media cartridges via the mailslot:

1. Press any key to display the top-level **Add disk** menu.

```
Archive Appliance
      Add disk
sel next PREV  ESC
```

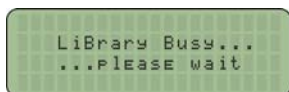
2. Press **sel** to display the first sub-menu (**Add Data Disk**):

```
Archive Appliance
      Add disk:
      Add Data Disk
sel next PREV  ESC
```

3. Press **sel**.
4. Insert the media, 'A' side facing up, into the Mailslot.
AA238, AA438 and AA638 models only: Press the eject button, shown below. The library will then take the media and close the mailslot.

```
[  ▲  ]
```

5. The library keypad will display:



Repeat the above steps until required offline media have been returned.

Via direct slot access

Warning: Returning offlined media which has a duplicate barcode to media currently in the Appliance or an Attached Library will cause the Appliance to mark the media as invalid.

AA16, AA32, AA80 and AA174 models

Removing the library side panel

To return offlined media via direct slot access, it is necessary to remove the left hand (when viewed from the front) library side panel.

1. Using the Web interface, shut down the Appliance.
2. Remove the power cord from the supply.
3. Open the library front door.
4. Remove and retain the panel securing screws from the front and rear of the library side panel.
5. Lift the panel up to remove it.

Returning media

Referring to the slot map appropriate for the Appliance model, see [page 197](#), return the offlined media to the lowest numbered available and unassigned slots.

Refitting the library side panel

1. Insert the bottom of the library side panel into the library chassis.
2. Refit the screws to the front and rear of the library panel.
3. Close the library front door.
4. Replace the power cord.
5. Restart the Appliance. The Appliance will rescan the contents of the library and update its inventory.

AA238, AA438 and AA638 models

To return offlined media via direct slot access:

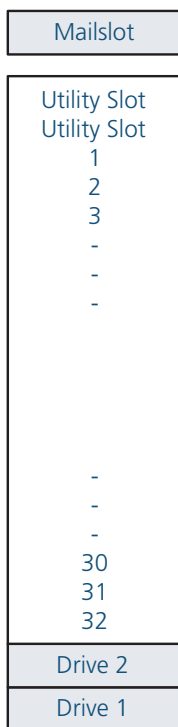
1. Using the Web interface, shut down the Appliance.
2. Open the library rear door.
3. Referring to the slot map on [page 203](#), return the offlined media to the lowest numbered available and unassigned slots.
4. Restart the Appliance. The Appliance will rescan the contents of the library and update its inventory.

Library slot maps

The following diagrams show slot assignments and availability and are to be used when returning offline media via direct slot access.

Warning: Media must not be inserted into the utility slots, as these are used by the Appliance to rotate media.

AA16/32 Appliance



AA80 (2 drive) Appliance

72	Mailslot
71	
70	Utility Slot
-	Utility Slot
-	1
-	2
	3
	-
	-
	-
	22
	23
	24
-	73
-	-
-	80
27	Drive 2
26	
25	Drive 1

AA80 (4 drive) Appliance

72	Mailslot
71	
70	Utility Slot
-	Utility Slot
-	1
-	2
	3
	-
	-
	-
	-
	-
	-
	22
	23
	24
-	Drive 4
-	Drive 3
-	Drive 2
27	Drive 1
26	
25	

AA174 (2 drive) Appliance

158	Mailslot
157	
156	Utility Slot
-	Utility Slot
-	1
-	2
	3
	-
	-
	-
	-
	59
	61
	62
	159
	-
-	
-	-
-	174
65	Drive 2
64	
63	Drive 1

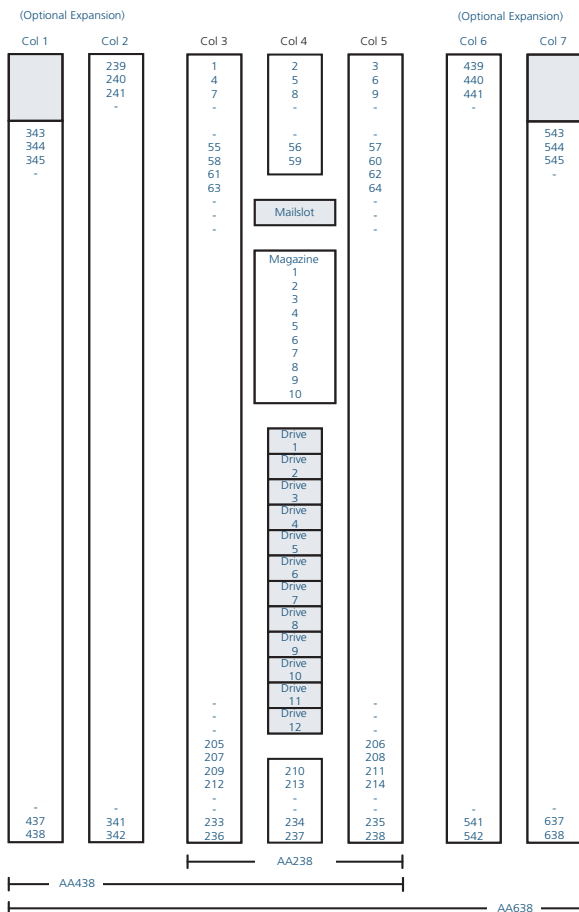
AA174 (4 drive) Appliance

158	Mailslot
157	
156	Utility Slot
-	Utility Slot
-	1
-	2
	3
	-
	-
	-
	-
	-
	59
	61
	62
	159
	-
	166
-	Drive 4
-	Drive 3
-	Drive 2
65	Drive 1
64	
63	

AA174 (6 drive) Appliance

158	Mailslot
157	
156	Utility Slot
-	Utility Slot
-	1
-	2
	3
	-
	-
	-
	-
	59
	61
	62
	Drive 6
	Drive 5
	Drive 4
	Drive 3
	Drive 2
	Drive 1
-	
-	
-	
65	
64	
63	

AA238, AA438 and AA638 Appliances



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Chapter 13
Glossary of terms

Glossary of terms

The glossary below describes the meaning of some common terms used throughout the Appliance Administrator's guide.

Table 13-1:

Term	Meaning
Archive	An archive is a set of system resources allocated for the storage of data.
Cartridge	The plastic housing that contains and protects the UDO media.
CIFS	Common Internet File System - the network protocol used by the Archive Appliance to allow access by windows clients.
Degraded	A RAID becomes degraded when one of a it's member disks fail.
DHCP	Dynamic Host Configuration Protocol - a method by which IP information is dynamically assigned to a client computer.
Directory	A file system entity which contains a group of files and/or other directories.
DNS	Domain Name Service - Translates meaningful domain names into IP addresses for network communication.
Ethernet	A standard for sending data packets across networks.
FSC	File System Catalog.
FTP	File Transfer Protocol - a protocol used for transferring data files across a TCP/ IP network.

Table 13-1:

Term	Meaning
FQDN	Fully Qualified Domain Name - A fully qualified domain name is an unambiguous domain name that specifies the a computer's position in the DNS tree hierarchy absolutely.
GUI	Graphical User Interface - A program which allows a user to interact with computer systems without typing commands directly.
Host	A computer attached to a network.
Hostname	A name by which a host is known to other hosts on a network.
Hot spare	A Hot spare disk is used to replace a failed or removed SATA drive in a RAID configuration.
HTML	HyperText Markup Language - The text-based language used to transmit web pages for interpretation by browser programs.
IP	Internet protocol - a data-oriented protocol used for communicating data across a network.
IP Address	Internet Protocol Address uniquely identifies the Appliance on the TCP/IP network.
LAN	A Local Area Network is a computer network covering a small geographic area.
Migration	Moving files from the Appliance's RAID storage volume to UDO media.

Table 13-1:

Term	Meaning
NAS	Network Attached Storage - dedicated data storage technology which can be connected directly to a computer network to provide centralized data access and storage to heterogeneous network clients.
Network Shares	A network share is a location on an Archive appliance accessible via any of the configured network protocols.
NFS	Network File System - the network protocol used by the Appliance to allow access by Unix and Linux clients.
Operating system	A program that manages system resources and provides a user interface and an application interface, making it possible for programs to run.
Partition	An area of hard disk (or RAID) reserved for a particular operating system or application.
RAID	Redundant Array of Inexpensive Disks - a data storage scheme using multiple SATA disks to share or replicate data among the disks for the purposes of data protection.
Recall	Copying files that have been migrated to UDO media back to the RAID storage volume.
Resync	Following a single disk RAID failure, data on the remaining operational disk(s) is used to rebuild the data set on a replacement disk.

Table 13-1:

Term	Meaning
SATA	Serial Advanced Technology Attachment - a computer bus technology designed for transfer of data to and from hard disks and optical drives.
SCSI	Small Computer System Interface - a set of standards for physically connecting and transferring data between computers and peripheral devices.
Server	A program which responds to clients requests, which are generally transmitted over a network.
Sequence Number	The Appliance assigns a unique sequence number to each piece of UDO media during initialization.
Shutter	Spring-loaded door protecting the surface of the UDO media.
SMTP	Simple mail transfer protocol - The de-facto standard for e-mail transmissions across the Internet.
SNMP	Simple Network Management Protocol - Used by network management systems to monitor network-attached devices for conditions that warrant administrative attention.
SSH	Secure SHell, a protocol that allows data to be transferred securely between two hosts.

Table 13-1:

Term	Meaning
Storage Volume	Dedicated storage area on the Appliance RAID where user files are stored before being moved to UDO media for permanent storage.
TCP	Transmission Control Protocol - one of the core protocols of the Internet protocol suite and allows applications on networked hosts to create connections to one another, over which they can exchange streams of data.
UPS	Uninterruptible Power Supply - A device which maintains a continuous supply of electric power to the Archive Appliance by supplying power from a separate source (usually a battery) when mains power is not available.
UDO	Ultra Density Optical - Alliance's optical disk format designed for high-density data storage.
WORM	Write-once, read many - storage media that can only be written to once, but read from multiple times.

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